



Exeter City Council

To the Chair and Members
of the Scrutiny Committee - Community

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AGENDA FOR **EXETER CITY COUNCIL** **SCRUTINY COMMITTEE - COMMUNITY**

The **SCRUTINY COMMITTEE - COMMUNITY** will meet on **TUESDAY 27TH FEBRUARY 2007**, commencing at **5.30 pm**, in the Rennes Room, Civic Centre, Paris Street, Exeter to consider the following business. If you have an enquiry regarding any items on this agenda, please contact Howard Bassett, Member Services Officer on **Exeter 265107**.

Entry to the Civic Centre can be gained through the Customer Service Centre, Paris Street.

Pages

Part I: Items suggested for discussion with the press and public present

1. **MINUTES**

To sign the minutes of the meeting held on 16 January 2007.

2. **DECLARATION OF INTERESTS**

Councillors are reminded of the need to declare personal and prejudicial interests, including the nature and extent of such interests, in relation to business on the agenda.

MATTERS FOR CONSIDERATION BY THE EXECUTIVE

Scrutiny Committee – Community is invited to comment on the following reports before they are submitted to the Executive for decision.

3. **LESIURE FACILITIES IN EXETER**
To consider the report of the Head of Leisure and Museums – *report circulated.* 1 - 8
4. **DOWNSIZING INCENTIVES FOR COUNCIL TENANTS**
To consider the report of the Head of Housing Services – *report circulated* 9 - 14
5. **FOOD SERVICE DELIVERY PLAN 2007/08 AND REVIEW OF FOOD SERVICE DELIVERY PLAN 2006/07**
To consider the report of the Director Community and Environment – *report circulated* 15 - 26
6. **HISTORIC PARKS HERITAGE LOTTERY FUND BID**
To consider the report of the Head of Contracts and Direct Services – *report circulated.* 27 - 34
7. **REFURBISHMENT AND EXTENSION OF THE MATTHEWS HALL**
To consider the report of the Head of Leisure and Museums – *report circulated.* 35 - 42
8. **HEALTH ACT 2006 - IMPLEMENTATION OF SMOKE FREE LEGISLATION**
To consider the report of the Principal Environmental Health Officer – *report circulated* 43 - 46

<u>MATTERS FOR CONSIDERATION BY SCRUTINY COMMITTEE - COMMUNITY</u>

9. **LITTER ENFORCEMENT**
To consider the report of the Director Community and Environment – *report circulated.* 47 - 50
10. **REVIEW OF REPAIRS POLICY**
To consider the report of the Head of Housing Services – *report circulated* 51 - 66
11. **MOTORBIKE MISUSE IN PRIVATE AND PUBLIC OPEN SPACE**
To consider the report of the Head of Leisure and Museums – *report circulated.* 67 - 76

PERFORMANCE MONITORING

12. **COMMUNITY SERVICES STEWARDSHIP TO 31 DECEMBER 2006**

To consider the report of the Head of Treasury Services – *report circulated.* 77 - 82

Members are requested to provide the Director with prior notification of any questions they may have on the report which have financial implications.

13. **HOSUING REVENUE ACCOUNT STEWARDSHIP TO DECEMBER 2006**

To consider the report of the Head of Treasury Services – *report circulated* 83 - 84

14. **NATIONAL PERFORMANCE INDICATOR RESULTS 2005-06 - HOW EXETER'S RESULTS COMPARE**

To consider the report of the Director Community and Environment – *report circulated.* 85 - 88

(Please bring the copy of Performance Indicator Results previously sent to you by the Policy Unit)

DATE OF NEXT MEETING

The next **Scrutiny Committee - Community** will be held on Thursday 29 March 2007 at 5.30 pm

FUTURE BUSINESS

The schedule of future business proposed for this Scrutiny Committee and other Committees of the Council can be viewed on the following link to the Council's website: <http://www.exeter.gov.uk/docs/committee/workschedule.doc>
Councillors can view a hard copy of the schedule in the Members Room.

Membership -

Councillors Lyons (Chair), Winterbottom (Deputy Chair), Branston, Choules, Cole, Mrs Danks, Mrs Evans, Hannford, Hobden, Mills, Mitchell, Robson and R Smith

Find out more about Exeter City Council services by looking at our web site <http://www.exeter.gov.uk>. This will give you the dates of all future Committee meetings and tell you how you can ask a question at a Scrutiny Committee meeting. Alternatively, contact the Member Services Officer on (01392) 265115 for further information.

Individual reports on this agenda can be produced in large print on request to Member Services on 01392 265111.

EXETER CITY COUNCIL

SCRUTINY COMMITTEE - COMMUNITY 27 FEBRUARY 2007

EXECUTIVE
13 MARCH 2007

LEISURE FACILITIES IN EXETER

1. PURPOSE OF REPORT

- 1.1 This report seeks approval for the strategy for the development and management of the Council's major leisure facilities for the next 10 to 25 years.

2. BACKGROUND

- 2.1 Appendix 1 lists the Council's leisure facilities under consideration, along with each site's current status and the proposal for dealing with them.
- 2.2 Work was done in 2004 to identify the issues and evaluate the various options available to the Council, and Appendix II lists the headings of a number of briefing papers that were made available on the Members' site on the Intranet. They are still available for Members' information. The majority of the material is still current, although many of the financial figures have not been updated.
- 2.3 Executive agreed in January 2005 that in order to lay the groundwork for the future, the Council would align current contracts so that they ended together, and research how best to set a future contract. The key elements of that decision were:
- the DCL contract be extended to be coterminous with the date that the Riverside Leisure Centre reverts to the Council's full control;
 - up to £20,000 be allocated in both 2005/06 and 2006/07 to assist with the various aspects of the leisure facilities review;
 - initial support be given to the proposal for a medium term (10 – 25 years) negotiated partnership with a contractor.
- 2.4 Executive in September 2005 then approved the extension of the DCL contract to 28 September 2010, when the leases on the Riverside Leisure Centre and the Isca Centre expire.
- 2.5 Executive in January 2006 approved additional budget of £50,000 to undertake a feasibility study into the provision of a new swimming pool at Clifton Hill to replace Pyramids Swimming and Leisure Centre. Although this to some extent pre-empted future decisions on the nature of leisure management contract, it was agreed that the city would need a modern swimming pool, whatever other changes to the stock might happen. This study is now underway: further information is contained below and a verbal update will be provided at the meeting.

3. PROPOSAL

The facilities

- 3.1 In planning for future contracts, the Council needs to be keenly aware that market conditions can change quickly, and this can destabilise a long term contract easily. Initially our thinking was that we should consider carefully whether all the current centres would be needed in the future, especially as the new school facilities were to be publicly available. However the arrival of those facilities has as yet had no discernable impact – they were late, and as yet have not been marketed or promoted. Our proposal now is that we continue to assume that all the centres will be included, but that any future contract be made flexible in order to respond to changes as they happen.
- 3.2 Geographically the spread of facilities in the city is about right and that we should plan to maintain the current level of provision for the next 20 or so years, although perhaps to look at their programmes and any specialisms they might have as an ongoing part of their management.

Future management

- 3.3 The main options for operating the facilities are:
- **In-house** – the Council would take on some 200-300 staff (many of them part time) and directly operate the facilities. Most of the main advantages, such as control over programming and pricing, can be achieved through the other options. External assistance would be needed to estimate the cost of bringing the service back in-house, and the actual costs would not be known until the service had been running for a year or two.
 - **Trust** – the Council could create a trust, making a payment to the trust's board to take responsibility for operating the facilities. The main advantage would be an immediate 80% saving to be made in business rates. However, the award of business rate relief is discretionary and it is by no means certain that the relief will apply to all the centres. The rate bill for the 7 facilities proposed to be included in a contract package is approximately £221,000pa. While some trusts in the UK have been successful, quite a number have failed or are struggling. When there is a problem, for example with insufficient finance, the only recourse is to the local authority so the Council would effectively remain at risk.
 - **Contract** – the Council would pay a fee to a commercial contractor, who would operate the facilities. Depending on how the contract is drafted, it is likely that risks (eg unexpected expenses) and gains (eg excess income) would be shared so that more of a partnership arrangement would exist than at present. Major leisure management contractors are able to call upon their own specialist resources such as market trend forecasting, fitness, health and safety, finances, technical support etc. The Council's experience of contracted management of its facilities has so far been quite good overall.
- 3.4 Arrangements have been made over recent years to ensure that the Isca Centre is financially stable, with an annual sum plus a share of surplus income (over expenditure) being payable to the Council. The Centre is increasingly successful in a number of areas and it is proposed that from 2010 a new lease be granted such that it continues to be managed by Isca Centre Ltd's board.

- 3.5 The Golf Driving Range at Clifton Hill is currently dealt with under a separate contract to an individual operator. However, operation of the site has been problematic since the day it opened. Provisional terms have been negotiated with the operator whereby he will be required to invest at least £60,000 in improving and altering the premises to overcome the problems. It is proposed that the Golf Driving Range continues to be dealt with separately from the other leisure facilities.
- 3.6 As indicated in Appendix I, it is proposed that Riverside be packaged with the 6 DCL sites and a single contract sought. It is envisaged at this stage that this will entail the following process:
- publish a Prior Information Notice inviting expressions of interest, holding a bidders' day, and entering into dialogue with potential operators, to see how they would like the contract shaped;
 - seek a baseline price from contractors for a basically specified service;
 - narrow the field to two favoured operators and negotiate with them at a detailed level over costs and services etc until one is chosen to be the Council's partner.
- 3.7 The advantage of this approach is that it allows officers first to assess the market in as wide a fashion as possible. Secondly we can develop ideas for the nature and content of the contract with the contractor, drawing on his expertise and experience, while still maintaining our role in seeking the best service for the residents of Exeter. Thirdly we can explore in detail the opportunities for investment on the part of the contractor, where he can see potential, and which can reduce the overall revenue cost of the contract to the Council.
- 3.8 The process would be brought to Committee at key stages in its development, and in particular prior to the second advertisement for tenderers, and to conclusions on precise content of the contract offered to the preferred operator.

Investigation into alternatives

- 3.9 Officers have looked at the options in some depth (see the papers listed in Appendix II). If Members feel that a study is needed in greater detail, there is time before 2010 to appoint consultants to undertake a full needs analysis (for the number, type and spread of facilities needed) and a full options appraisal (for the style of future management eg in-house, trust, or contracted). It is estimated that a sum of about £40-50,000 would be needed to arrange this.

4. IMPLEMENTATION

- 4.1 If Members are comfortable with the recommendations of this report, the options will have been narrowed sufficiently such that the next step will be to investigate in detail the various sub-options for contracting, possibly leading to a negotiated partnership.
- 4.2 A further option is for the successful contractor to be involved in the procurement of the new pool, and this will be evaluated as part of that project.

5. RESOURCE IMPLICATIONS

- 5.1 About £20,000 has been spent on a visual condition survey of the Council's electrical and mechanical plant. This concluded that the overall condition is generally satisfactory, although routine servicing, testing and maintenance (and especially records of such) need to be improved across the board.
- 5.2 Approximately £35,000 of the budget is still available should the need arise for any external advice on any aspect of the management arrangements, and it is likely that at a later stage there will be a need for specialist legal advice. At this stage, no additional funding is required, unless Members would like officers to arrange a needs analysis and/or an options appraisal.

New Swimming Pool

- 5.3 In parallel with our work on the overall contract, we have been pursuing research on the feasibility of the chosen site for a new swimming pool. Members will recall that the Council decided that the option of extending and improving Clifton Hill Sports Centre was the best solution to the issue of replacing Pyramids. Engineering consultants are currently investigating the suitability of the site in terms of size, levels, ground conditions, planning issues and traffic. Their full report will be available during April and a verbal update will be provided at the committee.
- 5.4 A second piece of work has been commissioned to establish which of the many funding routes now available for the procurement of public buildings will best suit the needs of the City Council. This is due to report at the end of March.

6. RECOMMENDED that:

- 1) the Council continues to provide the current facilities portfolio,
- 2) future management be procured through a contract with a commercial leisure operator, and that officers initiate the process by authorising the Head of Contracts and Direct Services to publish a Prior Information Notice in the near future.

HEAD OF LEISURE AND MUSEUMS

Originator: Ian Cowe

S:PA/LP/Committee/207SCC3

14.2.07

COMMUNITY AND ENVIRONMENT DIRECTORATE

Local Government (Access to Information) Act 1985 (as amended)

Background papers used in compiling this report:

None

CURRENT AND PROPOSED ARRANGEMENTS FOR EACH LEISURE FACILITY

Site	Current arrangement	Proposed arrangement
Isca Centre	Leased to and managed by Isca Centre Ltd	Renew lease for approx 10-15 years from 2010
Clifton Hill Golf Driving Range	Contracted to Mr S Gould	Enter into a new contract for 15 years from 2007
Riverside Leisure Centre	Leased to Sainsbury's and managed by Parkwood	Package in a single 10-25 year contract from 2010
Clifton Hill Sports Centre	Contracted to DC Leisure	———— " —————
Wonford Sports Centre	———— " —————	———— " —————
Exeter Arena	———— " —————	———— " —————
Northbrook Approach Golf Course	———— " —————	———— " —————
Pyramids Swimming & Leisure Centre	———— " —————	———— " —————
Northbrook Swimming Pool	———— " —————	———— " —————

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LIST OF BRIEFING PAPERS AVAILABLE TO MEMBERS

The series of briefing papers below was posted on the Members' page on the Intranet in January 2005. Some minor amendments have since been made, and the contents are still relevant, although figures may be out of date. Some of the information should be treated as confidential as it may be commercially or otherwise sensitive. The papers should therefore not be distributed, and the information within them should be used with tact and discretion.

Paper No	Title
1	Introduction And Background
2	Flow Chart Summarising The Decision Narrowing Process
3	Annual Revenue Costs
4	Rationale For Retaining Other Facilities' Management Separately
5	Other Services That Could Be Included In Delivery Options
6	Why Provide Leisure Facilities?
7	Cost And Usage Comparisons (2005/06)
8	Facilities And Services Review And The Need For Investment
9	Main Risks
10	Council Control Of The Facilities' Operation
11	Duration Of The Operator's Agreement
12	Staffing Issues
13	Inclusion of Riverside Leisure Centre from 2010
14	Discussion On The In-House Option
15	Discussion On The Trust Option
16	Discussion On The Contractor Option
17	Procurement

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Agenda Item 4

SCRUTINY COMMITTEE – COMMUNITY 27 FEBRUARY 2007

EXECUTIVE
13 MARCH 2007

DOWNSIZING INCENTIVES FOR COUNCIL TENANTS

1. PURPOSE OF REPORT

- 1.1 To seek Members' agreement to implement an enhanced downsizing incentive scheme for Council tenants to improve the management of the housing stock and increase the supply of family housing to applicants on the Home Choice register.

2. INTRODUCTION

- 2.1 The demand for two, three and four bedroom properties from applicants on the Home Choice register remains at a very high level. The table below shows that at the 31 December 2006 there were 173 families seeking four bedroom properties and 367 families seeking three bedroom properties.

Number of Active applicants, by Band and property size* required, at 31/12/06	Red	Amber	Green	Entry Level	Total
4 bed required	61	77	35		173
3 bed required	91	201	75		367
2 bed required	207	263	274		744
1 bed required	187	103	1496		1786
All applicants	546	644	1880	1449	4519

- 2.2 Over the last two years the following number of three and four bedroom properties have become available for letting through the Home Choice scheme:
- 1 April 2005 to 31 March 2006 - 48 three bedroom and 5 four bedroom properties
 - 1 April 2006 to 1 February 2007 - 79 three bedroom and 7 four bedroom properties.
- 2.3 Despite this increase the numbers of larger family properties becoming available falls a long way short of current demand.
- 2.4 Historically levels of under-occupation within the Council's housing stock have been high. Whilst there is no accurate figure on the total numbers, anecdotal evidence suggests that there are large numbers of three and four bedroom properties occupied by single people or couples.
- 2.5 More accurate data on the total number of under-occupied properties and, more specifically where they are will be available once the planned Tenant Census is complete in the summer of this year.
- 2.6 Council tenants are of course 'secure' tenants within the law. As such the Council has no legal power to move people into more suitably sized accommodation. However, we can

use a range of incentives to help persuade under-occupying tenants to move and therefore free-up their home for a family on the Home Choice register.

3. PROPOSAL

- 3.1 The use of incentive schemes for this purpose is used across the social housing sector. The range of incentives offered varies between different landlords. The Council's existing scheme offers tenants a maximum of £400 to downsize but this appears to have little effect on the numbers of people seeking to downsize. However, during a discussion at the Home Choice annual review in June 2006 the main area that participants felt landlords did not properly address was in providing help and assistance to support applicants to make the move.
- 3.2 The policy document attached as Appendix I to this report sets out the range of incentives the Council wishes to offer its under-occupying tenants to encourage them to seek a move to smaller more suitable accommodation. The policy sets out the financial help that will be available to ensure tenants are not out of pocket and, more crucially, offers to give full help and support to elderly or disabled tenants from a named Tenant Liaison Officer who will assist them throughout the process.
- 3.3 The new scheme will be widely advertised to our tenants through the quarterly newsletter, Tenants' News and by distributing a specific leaflet to tenants known to our housing staff. Leaflets will also be available in the Customer First centre. Where new schemes are due for letting tenants within that area will also be targeted to encourage them to consider a move.
- 3.4 It is hoped that this new enhanced scheme will encourage more under-occupying tenants to seek smaller accommodation. The scheme will be monitored and its impact assessed at regular intervals.

4. FINANCIAL IMPLICATIONS

- 4.1 A budget currently exists within the Housing Revenue Account to make downsizing payments to tenants. This has been increased to £30,000 for 2007/08. This will facilitate a maximum of 15 moves throughout the year, although the amount of financial assistance given will depend on the size of property being vacated and the circumstances of individual tenants.

5. RECOMMENDED:

- 1) that Scrutiny Committee – Community supports and Executive agrees to adopt the policy document, Reducing Under-Occupation in the Council's Housing Stock – Incentives for Downsizing.

HEAD OF HOUSING SERVICES

Originator: Steve Warran

S:PA/LP/Committee/207SCC18

2 February 2007

COMMUNITY AND ENVIRONMENT DIRECTORATE

Local Government (Access to Information) Act 1985 (as amended)

Background papers used in compiling the report:

None



Exeter City Council

Reducing Under-Occupation in the Council's Housing Stock

Incentives for Downsizing

1 Introduction

Within the Council's housing stock there are a number of tenants under-occupying their home. Many will be elderly who have seen their family grow up and leave home leaving them to reside in a three or four-bedroom property.

Of course many of these tenants will want to remain in the family home. It contains many happy memories and allows space for family and friends to visit. However, there are also a number of older people who find living in such a large property difficult. Some will have mobility problems and require expensive adaptations to remain, others will just be overwhelmed by the daily maintenance a large property presents. In such cases the Council should do all it can to help tenants move to more suitable accommodation, whether it be within our own stock or that of a partner housing association.

To help with the stress and worry of moving it is important that we make the process as easy as possible for these tenants. Having a named contact point to talk to and help arrange removals will ease the process and ensure elderly tenants don't suddenly decide to refuse an offer of smaller accommodation. Help with the move and financial incentives all help in this respect and may encourage more people to downsize into more suitable accommodation. Whilst such incentives will place additional burden on the Housing Revenue Account it will also reduce the need for complex and expensive disabled adaptations in future years. It will also help to increase the supply of family housing for those people on the Home Choice register.

Incentive packages for the over 55s

Home Choice Applications:

All tenants who wish to move must be registered with Home Choice. This process in itself can be daunting, therefore staff should willingly offer help to complete the form and bid for appropriate properties.

Where a tenant is identified who is eligible for this incentive package the Estate Officer should talk with the tenant to explain the package of incentives and housing options available and leave information for them to read at their leisure.

Where a tenant expresses a wish to explore the possibility of moving the tenant should be assigned a caseworker to help them through the process. This help will be tailored to the tenants needs. The caseworker will be one of the Council's two Tenant Liaison Officers (TLO) who are part of the Tenant Participation and Special Projects Team.

Where necessary the caseworker will assist the tenant with the completion of the Home Choice application form and ensure it is returned to the Home Choice Team for assessment. Such applications should be 'fast tracked' into the system.

Any tenant who is currently under-occupying their social housing home will automatically be awarded Red band status and given 25 years waiting time. This will ensure they have a very high level of priority when bidding for properties.

The tenant will be given the choice of either bidding for properties of their choice in the normal manner, nominating an advocate to bid for properties on their behalf (this could be a family member, close friend, health visitor, Age Concern representative etc) or being placed on the Auto-bid system.

Throughout the process the TLO will maintain contact with the tenant to ensure they understand the process and are actively bidding.

Provisional Offer

Once a tenant has been successful for a property of their choice we must ensure that they receive intensive help, support and assistance to make the move as smooth and as stress free as possible.

If possible the TLO should arrange for the tenant to view the property before the previous tenant has moved out. If this cannot be done – say the previous tenant has died or moved into a residential home – then an early viewing would be beneficial to talk through the work the Council can offer to make the property comfortable.

The help and assistance available could include:

- Downsizing by two or more bedrooms (i.e. 4 bed property to 2 bed or 3 bed property to 1 bed) = £2000 cash incentive
- Downsizing by one bedroom (3 bed property to 2 bed or 2 bed property to 1 bed) = £1500 cash incentive

This money can be used to purchase any item the tenant requires to move into their new home. This could include new carpets, curtains, white goods, telephone connection, furniture etc. In all cases the TLO will offer to purchase these goods for the tenant and pay for them direct from the cash incentive. Any remaining balance can then be paid to the tenant on their occupation.

The Council will also pay for removal fees up to a maximum of £500 per move. The Council will source the contractor who provides the best value for this service and pay them direct. In some cases a full packing service may also be offered, particularly if the tenant is frail or disabled

Property Incentives

Where the tenant is moving to another Council property it is important to make the property attractive to the tenant. The Council has adopted a Lettable and Habitable standard for all its empty properties that must be met before the new tenant moves in. This standard includes the decoration of two rooms within the property. However, where a property needs a level of decoration above this standard the TLO can offer this as part of

the overall incentive package. Where appropriate, the TLO will also assess the tenant's eligibility for inclusion on Council's assisted gardening scheme and assisted decoration scheme. Once again, it is important that where the tenant is eligible they are 'fast tracked' onto these schemes to make their move stress free.

2 Adaptations

In some cases the tenant will require a number of adaptations to be completed in the property to ensure they are able to live independently and comfortably. Where the property is a Council property the TLO will liaise with the Technical Officer to see what needs to be done and the process to be followed. It is important that wherever possible such adaptations are completed within a short period of the tenant moving. In some cases the work may need to be done before occupation and every effort should be made to accommodate this.

Where the tenant is moving to a housing association property the TLO should contact the Home Improvement Agency operated by Devon and Cornwall Housing Association to check on their eligibility for assistance. The tenant's new landlord will also have their own policy for dealing with such requests.

3 Arrears and Recharges

The Council has a number of policies around rent arrears and recharging tenants for the removal of rubbish or repairs at their previous property.

As a standard rule tenants are not allowed to transfer to another property if rent arrears exist on their account. However, if a tenant is downsizing this rule can be waived on condition that the arrears are cleared from the cash incentive payable.

Where a tenant is disabled or elderly and has difficulty in clearing their property or carrying out repair that fall within their responsibility the TLO in consultation with the relevant Technical Officer can agree to waive these recharges as part of the incentive package.

4 Incentives for the under 55s

Incentives for this age group will be as above. However, in many cases the intensive level of support is not required and therefore should only be offered where appropriate, for example where the tenant is disabled and is unable to make such arrangements for themselves.

5 Incentives for tenants requiring disabled adaptations

Disabled tenants who require an adaptation to their property in order to live independently can apply for such alterations through the Council's Disabled Adaptations scheme. In many cases where an OT's assessment identifies a need the Council will do its best to ensure the adaptation is done. However, there are limited resources for undertaking adaptations and this can lead to a backlog of work that may take up to 12 months to complete.

In many cases the tenant's needs are better met by moving to more suitable accommodation that will give them a better quality of life. However, most tenants are reluctant to move from their home despite the potential wait for work to be undertaken.

In all cases the OT, Estate Officers and Technical Officers should be trying to persuade tenants to undertake a move to more suitable accommodation so that the adaptation will not be required thereby helping us to stretch out budgets further. In these cases the above incentives for downsizing will apply.

Where someone is moving to a similar sized property that has already been adapted and is therefore suitable for their needs the Council will pay a £1000 disturbance allowance plus the removal costs.

6 Budget

Currently two budget heads exist that allow these incentives to be paid. These are:

- H464873 Budget £3500.00.
- H444873 Budget £20,000.00.

It is proposed that from the 1 April 2006 these budgets will be amalgamated into one Tenants Downsizing Incentive Scheme under the H444873 code.

7 Compensation for Improvements

Under the Compensation for Improvements regulations 1994 tenants who have undertaken certain specified improvement works to their properties (e.g. installation of kitchens, bathrooms, heating etc) may be entitled to compensation when moving from their property. The amount of compensation payable depends on the original costs of the improvements, how long ago it was installed and its notional life. Where the TLO believes the tenant maybe entitled to compensation under his scheme they will issue the tenant with the application form and help them complete it.

A separate budget exists for compensation payments under this scheme.

EXETER CITY COUNCIL

SCRUTINY COMMITTEE – COMMUNITY 27 FEBRUARY 2007

EXECUTIVE
13 MARCH 2007

FOOD SERVICE DELIVERY PLAN 2007/8 REVIEW OF FOOD SERVICE DELIVERY PLAN 2006/7

1. PURPOSE OF REPORT

- 1.1 This report seeks to summarise any notable issues in the key activities forming the food safety service and highlights any variances from the previous Food Service Delivery Plan of 2006/7.
- 1.2 The Food Service Delivery Plan 2007/8 is submitted for approval and adoption.

2. BACKGROUND

- 2.1 The Food Standards Agency Framework on Local Authority Food Law Enforcement requires the Council to produce an annual Food Service Plan. A review of our performance has to be carried out and appropriate action taken to deal with any variance in meeting the targets specified in the Food Service Delivery Plan.
- 2.2 The full Food Plan for 2007/8 is available on the intranet with a hard copy in the Members' Room. The delivery plan is contained in the Appendix of this report.

3. REVIEW OF THE PERFORMANCE OF THE FOOD SAFETY SERVICE

Summary of the Key Activities of the Food Safety Service

- 3.1 Inspections
 - The service is on schedule to meet this year's annual target of 515 food hygiene inspections by the end of March 2007. As of January 2007, 410 inspections have been completed.
 - The number of premises targeted for inspection in 2007/8 is 540.
 - The service utilises Self Inspection Questionnaires (SIQ's) as an alternative enforcement strategy for low risk businesses and to ensure resources are directed towards high-risk activities. Their use has also enabled the service to meet the increasing numbers of premises requiring an inspection as determined by the inspection rating systems overseen by the Food Standards Agency and the Health & Safety Executive. A total of 40 low risk food businesses have received an SIQ during 2006/7. This has proved to be a cost effective means of maintaining contact with this group as well as providing the business a useful means of keeping up to date with changes in law and other related issues affecting their business.
- 3.2 Service Requests/Complaints

- In the first eight months of the year from April 2006 the food service had received 284 service requests. This total represent 53% of the total number of service request handled by the officers in the Commercial Section who also provide a parallel health and safety inspection service, infectious disease control, health promotion and training service.

3.3 Food Sampling

- The authority participates in many national and local food-sampling initiatives to monitor the quality of food on sale in the City. Additional samples are taken in response to food complaints and where it is alleged a premise or foodstuff is implicated in a food poisoning incident. To date (end of December 2006), 127 samples have been taken. Our annual target is 250 samples. Approximately 15% of samples require a further intervention. This may include re-sampling or an advisory or investigatory revisit by an EHO for example. Such revisits are in addition to the scheduled inspections and do not contribute to the sections performance indicators.

3.4 Control and Investigation of Outbreaks and Food Related Infectious Diseases

- By the end of December 2006, 61 cases of food related infectious disease had been officially notified to the service requiring action by the section. No cases can be attributed to food establishments in the city or elsewhere.
- This figure is somewhat less than the underlying trend for notifications expected in the Exeter area. Interruptions in the reporting procedure coordinated by the Health Protection Agency may account for this variation.
- It is widely accepted that the number of people reporting their illness to a doctor is a gross under-estimation of the total number in the community who fall ill annually with symptoms of vomiting and diarrhoea. National data over the past ten years clearly shows a downward trend in notifications with numbers levelling out during the last two years. Various studies report that at least 50% of food poisonings result from poor practices in the home. A recent initiative entitled Get Cookin' (see paragraph 3.2.3) has allowed the service to promote food safety in the home setting.

3.5 Enforcement Action

- A total of 91 formal written warnings and 299 informal written warnings were issued to secure satisfactory standards in food businesses in the city between April and December 2006. These figures are comparable to the number of written warnings issued in recent years.
- Inspection reports issued by the EHO's have been the subject of a considerable number of requests by investigatory journalist under the Freedom of Information Act since its introduction.
- An approach introduced two years ago to target businesses that have an unsatisfactory risk rating as determined by the officer during the previous inspection continued during 2006/7.

Initiatives/Special Activities

3.6 Certificated Food Hygiene Training

- The training service continues to attract a significant number of candidates, with 408 persons gaining a nationally recognised food safety qualification between April and December. The service achieves a pass rate of 97.4%.
- Although many local businesses source their food safety training through the City Council, further work is needed to determine the barriers of candidates progressing onto the higher level qualifications and in particular the Advanced (level 4) courses.
- Recognising the recent and significant movement of persons into the UK whose first language is not English, the service needs to develop and offer business a cost effective means of providing food hygiene training in a range of languages. The hospitality sector readily employs such persons and food law is such that there is no explicit requirement for them to have previous experience or qualifications in food safety before commencing employment.

3.7 Safer Food Better Business (SFBB)

- In 2005 the service was successful in gaining funding from the Food Standards Agency to roll out a series of measures between January 2006 and March 2007 to help food businesses implement a comprehensive food safety pack known as Safer Food Better Business. The specially designed pack will, if completed correctly, enable business to comply with changes in food law that came into force on 1 January 2006.
- The funding enabled the service to provide 32 free SFBB workshops between January and October 2006 attracting 356 food handlers. Further funding was awarded to the City Council in December to provide workshops between February and March 2007 to help Chinese, Turkish and Bengali businesses in the City. These workshops will be carried out using an interpreter and translated materials to ensure the requirements of SFBB are fully understood within these communities.
- In addition, up to 250 SFBB coaching visits are to be completed before the end of March 2007. Officers make a mutually convenient time to visit and help the business with the introduction of SFBB in to their food operation. Whilst this includes businesses that have attended the workshops a significant number of businesses that failed to respond to the offer of free training are being targeted.

3.8 Get Cookin'

- An application for a nutrition and food safety initiative also coordinated by the Food Standards Agency received funding during summer 2006. The six month initiative that commenced in October 2006 will target up to 80 disadvantaged teenagers or NEET's (not in education, employment or training) from the city. The course integrates food safety and nutrition information in a practical three hour cookery session provided one a day a week for six weeks.
- Referrals for the course are taken from organisations such as the Youth Offending Team, Link Education, Pupil Referral Units, Supportive Lodgings E2E (Education to Employment), the Youth Service, special schools and Sure Start for example.

- Whilst the course aims to equip teenagers with an essential life skill, namely the knowledge and ability to cook nutritious food safely, the funding allows the candidates to gain food safety and nutrition qualifications at the conclusion of the course. The first batch of six candidates sat the Foundation Certificate in Food Hygiene just before Christmas with a 100% success rate. For some this is significant step forwards and will represent one of only a limited number of qualifications they possess.
- There will also be the opportunity for a limited number of candidates to gain work experience in city centre hotels following their successful completion of the course.
- Further cookery sessions are planned up until March 2007 after which the service hopes to seek additional funding from a variety of sources to provide courses until at least the summer.

3.9 Exeter Curry Chef Competition

- The Exeter Curry Chef Competition held in March 2006 and scheduled for March 2007 provides chefs working in Indian restaurants and takeaways an opportunity to display their culinary skills to the full, promote local produce, compete against their peers and for the winner to hold the title of Exeter Curry Chef. Last year's competition attracted 16 chefs and this year's competition looks like being equally as popular.
- In order for a chef to access the competition however, an EHO must visit the business and confirm that the business meets the requirements of food law and adopts good hygienic practices. Such initiatives allow the service to promote food safety in a positive manner strengthening the working relationship between the service and the Bengali community in Exeter.

3.10 Exeter Festival of Food and Drink

- A daily slot is now provided each year in the Food is Fun Marquee at Exeter Festival of Food and Drink for a joint initiative between Exeter College and the Food Safety Service. The initiative is based on the Ready Steady Cook format as seen on TV. After being presented with a bag of mystery ingredients a cooking competition plays out between two local schools. The competition being to cook safely and nutritiously and present an appetising meal to be judged by members of the audience. The hour long slot is filled with audience participation and food safety demonstrations such as use of the ultra violet light box which is a visual aide to demonstrate effective hand washing.

3.11 Junior Life Skills

- The service has for many years participated in this annual event organised by the Police that now attracts over 1000 children from the city during its eight days. The event provides an opportunity to deliver topical issues often in partnership with related organisations. This year's scenario delivered in partnership with Exeter Primary Care Trust involved an interactive exercise on healthy diets and exercise. In addition, each school was also provided with a comprehensive resource pack that included information and exercises on reducing childhood accidents, food safety and nutrition.

Review of the targets in the Food Service Delivery Plan 2006/7

- 3.12 There is little variance with the targets in the Food Service Delivery Plan 2006/7 with the exception of the following:
- Recommendation 14.2 - To provide four food hygiene focused English Literacy/Numeracy Courses in conjunction with Exeter College. The Learning and Skills Council withdrew funding for colleges to deliver such initiatives.

4. CONCLUSIONS

- 4.1 The Service has continued to take full advantage of partnership working and funding opportunities to provide an enhanced service addressing local needs and achieving the national framework on food safety and the wider public health remit.
- 4.2 Periodic use is made of contract Environmental Health Officers and freelance tutors to provide the specialist level of training and consultancy necessary to fulfil our contractual obligations in respect of the funding initiatives rolled out this year and to complete the volume of work now undertaken by the service and meet relevant performance indicators.
- 4.3 The implications of the Hampton report and the inevitable changes in the delivery of the food service are likely to unfold as the forthcoming year progresses. Members will be appraised of any significant impact and hence deviations from the agreed Food Service Delivery Plan.
- 4.4 The implementation of smoke free legislation and fulfilling the authority's commitment to implementing the increasing profile on the FIT 3 agenda (Fit for Work, Fit for Life, Fit for Tomorrow) as directed by the Health and Safety Executive will need careful management of resources to ensure the authority meets the expectations of all concerned.
- 4.5 The service is in strong position to embrace change and will continue to work with partner organisations to find relevant and creative solutions to secure a healthy and prosperous community.

5. RECOMMENDED:

that Scrutiny Committee- Community supports and Executive approves:

- 1) the proposed Food Service Delivery Plan 2007/8;
- 2) that the Director Community and Environment be given powers to amend the service plans as necessary during the year in the light of operational experiences.

HEAD OF ENVIRONMENTAL HEALTH SERVICES

S:PA/LP/ Committee/206SCC13
2 February 2007

COMMUNITY AND ENVIRONMENT DIRECTORATE

Local Government (Access to Information) Act 1985 (as amended)

Background papers used in compiling this report:-

- 1) Food Service Delivery Plan 2006/7

RECOMMENDATIONS FOR THE FOOD SERVICE DELIVERY PLAN 2007/8

KEY ACTIVITIES	RECOMMENDATION	RESPONSIBLE OFFICER	TARGET DATE
1. Organisation/Officer Competency	1.1 Maintain officer competency by sourcing/providing relevant training/assessment to fulfil expectation of FSA.	APEHO	Ongoing
	1.2 Source PACE and other relevant enforcement training for EHOs, Devon EHOs (Consider linking with initiative highlighted in 14.10)	APEHO/Nominated EHO's	Delivery by June 2007
2. Inspections	2.1 Undertake 2 benchmarking exercises on key aspects of the service with 'family group' members.	APEHO	June 2007 and January 2008
	2.2 Review/amend the inspection programme in light of anticipated changes to food law/codes of practice/Framework Agreement.	APEHO	Ongoing
3. Complaints / Service Requests	3.1 Consult originator of food complaints to determine the perceived value of the service.	APEHO	Ongoing

4.	Home Authority	4.21	Consult Home Authority Partners to determine the level of food safety support desired/expected	APEHO/ Nominated Officers	January 2008
5.	Advice to Businesses	5.1	Continue to review of the information offered on the Environmental Health Website and amend accordingly to promote the food safety service.	APEHO/Nominated officers	Ongoing
6.	Food Premises Database	6.1	No recommendations		
7.	Sampling	7.1	See sampling programme 2007/08 in the Enforcement Plan.	APEHO/EHO's/Sampling Officer	~
8.	Control and investigation of Outbreaks of Food Related Infections/ Diseases	8.1	Undertake one desktop audits per quarter of food poisoning notifications to assess compliance with procedural guidance.	APEHO/ Nominated Officers	Quarterly
9.	Food Safety Incidents	9.1	No recommendations		
10.	Enforcement	10.1	All premises highlighted on officers' quarterly inspection list to be targeted for appropriate enforcement action to improve risk-rating score.	EHOs	Quarterly

11.	Internal Monitoring and Peer Review	11.1	Each Officer to carryout a quarterly peer review exercise on a colleague / contractor.	APEHO/EHOs	Quarterly
		11.2	The APEHO to carryout a quarterly peer review exercises in accordance with procedural guidance.	APEHO	Quarterly
		11.3	The APEHO is to carry out 6 monthly monitoring audits on external tutors.	APEHO	6 Monthly
12.	Recommended Procedures	12.1	Update procedural guidance in light of the anticipated revisions to food safety legislation/codes of practice/Framework Agreement	APEHO/EHOs	Ongoing
13.	Authorised Officers	13.1	Review officer authorisations in light of anticipated changes to food law/codes of practice/Framework Agreement.	APEHO	September 2007 and March 2008
14.	Food Safety Promotion/Initiatives	14.1	Establish a food safety training programme for the wide variety of food handlers whose first language is not English.	APEHO	Nov 2007

14.2	Organise an Exeter Curry Chef Competition 2008.	APEHO/EHO	March 2008			
14.3	Organise a Chinese Chef Competition 2007/8	APEHO/EHO	March 2008			
14.4	Consult the food business community to determine perceptions of food safety service, relevance and preferred means of communication/interaction.	APEHO	March 2008			
14.5	Work in partnership with Exeter PCT to deliver an initiative for Food Safety Week 2007.	APEHO/EHOs	June 2007			
14.6	Work in partnership with Environmental Protection team to deliver a scenario for Junior Life Skills 2007.	APEHO/EHOs/Env Coordinator	June 2007			
14.7	Actively promote the intermediate and advanced certificate in Food Safety to enable 3 courses of each to run in the year.	APEHO/EHOs	Ongoing			

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EXETER CITY COUNCIL

SCRUTINY COMMITTEE - COMMUNITY

27 FEBRUARY 2007

EXECUTIVE

13 MARCH 2007

HISTORIC PARKS HERITAGE LOTTERY FUND BID

1. PURPOSE OF THE REPORT

- 1.1 To outline to Members the contents of the Stage I – Historic Parks Heritage Lottery Bid and the process necessary to gain approval prior to submission in March 2007.

2. BACKGROUND

- 2.1 There has been general support for putting together a funding bid to the Heritage Lottery for Northernhay and Rougemont Gardens for a number of years and the project features high on our list of priorities for lottery fund bids within Exeter.
- 2.2 The Parks for People Heritage Lottery Scheme introduced in 2006 provided the opportunity for a bid to be constructed to revitalise these two parks which is seen as another crucial step in the regeneration of the Castle Quarter.
- 2.3 At its meeting on the 28 March 2006 Executive approved additional funding to allow a Stage I bid to be developed and submitted to Heritage Lottery. The Head of Contracts and Direct Services was appointed as project leader.

3. PROJECT PROGRESS

- 3.1 Since that time a great deal of work has been undertaken putting us in a position to submit a bid at the end of March 2007.
- Specialist consultants have produced an Audience Development Plan and a Conservation Management Plan both of which are pre-requisites to the submission to Heritage Lottery.
 - A project team of council officers was set up to develop the proposal and has met with the consultants both on a regular and ad-hoc basis to drive the project forward.
 - User surveys and stakeholder development have been undertaken. A summary of the results of the user survey is attached at Appendix I for information. A full copy of the survey report is available on the intranet and in the Members' Room.
 - Various physical surveys of the site have also been undertaken to identify the key historic features of the site that need to be retained and developed. An

access audit has also been undertaken to inform the proposals in respect of access to the parks for people with disabilities.

- The obvious opportunities in linking the proposal with neighbouring sites have been explored and the bid will draw on links to the RAMM, the Castle, The Phoenix and the Central Library.
- The main landscape character areas have been identified and are shown on the attached map (Appendix II) entitled Landscape Character Areas.
- Option appraisal of the potential options that could be carried out in order to develop a scheme that would satisfy the Parks for People criteria and meet the aspirations of the stakeholders.

3.2 The option appraisal critically examined a total of eight options and scored them against a range of criteria that reflects the Heritage Lottery assessment criteria, under the two main headlines of culture and heritage, and access and involvement. These options are listed in Appendix III. The scores from the assessment were then cross referenced against the estimated costs of each scheme to produce a cost / benefit analysis.

3.4 The first four options were quickly discarded as they did not score sufficiently highly and would definitely not attract lottery funding. Option 3 did in fact score highly due to the low cost but was not considered further as it did not fulfil lottery criteria. This left the four remaining options that can be summarised as:

- Option 5 which restores and conserves both gardens but it is thought would be unlikely to achieve funding on its own. The drawing titled Restoration Proposals Base Case identifies the major pieces of work that would be carried out, cross referenced to a map of the site, under this option. It is attached at Appendix IV.
- Option 6 is option 5 plus Castle Quarter cultural links only.
- Option 7 is option 5 plus community links only.
- Option 8 includes all of the above.
- The drawing entitled Restoration Proposals, Community Links and Castle Quarter Integration identifies the major pieces of work identified to deliver community links and castle quarter integration again cross referencing to the map. It is attached at Appendix V.

3.5 The result of the analysis demonstrates that options 6,7 and 8 all score highly in terms of cost / benefit but obviously option 8, whilst costing the most, provides additional benefits and presents a more holistic approach to the restoration which is likely to be considered more favourably by the Heritage Lottery. It is proposed therefore that option 8 forms the focus of the Lottery Bid.

3.6 The project team are now working hard to produce a bid for submission at the end of March 2007. Meetings have been held with the local Heritage Lottery staff who have been very supportive throughout the process. The draft project plan is attached at Appendix VI together with a plan that shows the project timescale in relation to the RAMM Project. As can be seen the decision on the Stage II Bid will be known in March 2009 which would allow the work on the gardens to begin as the work on the RAMM is finishing.

3.7 The draft Conservation Management Plan is available on the intranet and a copy has been left in the Members' room for information.

4. COMMENTARY ON THE PROPOSALS

4.1 The recent excellent news that the RAMM Stage II Heritage application has been approved and that the sale of the Castle has been finalised means that improvements to Rougemont and Northernhay assume greater importance.

4.2 A successful Heritage Lottery bid is the only way that a major improvement of the infrastructure of the Historic Parks can be achieved.

4.3 Clearly there is still work to be done to finalise the Conservation Management Plan and other elements of the bid but this will be in terms of the details and not the principles that are identified above.

5. NEXT STEPS

5.1 Following a very constructive meeting with the Local Heritage Lottery Team on 13 February 2007, the Project Team have greater clarity as to the acceptability of producing a bid based on option 8.

5.2 The bid document together with a outline cost plan will be submitted to Heritage Lottery at the end of March 2007 following formal approval by Executive on 13 March 2007.

6. FINANCIAL IMPLICATIONS

6.1 Work done to date indicates that approximately £4.5 million will be needed to fund the proposals contained within the preferred option and that will be the substance of the bid.

6.2 As stated in the previous report to Executive the Council will need to provide match funding up to a maximum of £1.1 million.

7. CONCLUSION

7.1 The proposal provides an opportunity to improve these Historic Parks to a standard worthy of their place in history and to reclaim them for the people of the City.

7.2 The proposal is widely supported by all the stakeholders and seen as an integral part of the regeneration of the Castle Quarter.

8. RECOMMENDED:

- 1) that Members support the Stage I Heritage Lottery Bid as detailed in the report.
- 2) that further improvements to the bid documents be delegated to the project leader and Director of Community and Environment in consultation with the portfolio holder such that the finalised bid documents can be submitted to Heritage Lottery in March 2007 following formal approval by Executive.

HEAD OF CONTRACTS AND DIRECT SERVICES

Originator: Paul McCormick

S:PA/LP/Committee/207SCC10
14 February 2007

COMMUNITY & ENVIRONMENT DIRECTORATE

Local Government (Access to Information) Act 1985 (as amended)

Background papers used in compiling this report:

None

This summary is based on two visitor surveys taken in Northernhay and Rougemont Gardens, Exeter, during July/August 2006 and November/December 2006. The surveys were designed to provide an overview of current usage to act as a benchmark for the redevelopment of the Gardens. The questions used were adapted from the GreenSTAT online questionnaire and the Exeter City Parks Survey.

822 interviews were carried out in total, 539 during July and August and 283 during November and December. The two surveys were taken over similar time periods, but the number of people in the Gardens was smaller during the winter run, hence fewer surveys were collected. Lessons learned during the summer survey led to slight changes to two of the questions for the winter run to make them easier for respondents to use.

The interviews were conducted on both weekdays (57% of all interviews) and weekends (43% of all interviews). The summer survey was carried out during school, college and university holidays. The winter survey took place during term time. The main findings of the surveys were as follows:

- A high proportion of the visitors surveyed in winter reported coming to the Gardens more often than once a week. Men seem to be more frequent visitors than women are. Surprisingly 16-19 year olds visit more regularly than other age groups.
- Of the visitors surveyed in summer, the women generally reported staying in the Gardens longer than the men. Of the visitors surveyed in winter, the men reported staying in the Gardens longer than the women, with a significantly higher proportion staying less than 15 minutes.
- 52% travel from places other than their homes, although more people travel from home than from any other single location.
- More than half of all visitors surveyed usually travel less than one mile to reach the Gardens. With the vast majority of visitors travel to the Gardens by foot.
- Over 25% of visitors interviewed live within one mile of the Gardens.
- Reasons for visiting the Gardens vary significantly between the summer and winter surveys. In summer, the most popular reasons were for peace and quiet and to relax or think. In winter, almost half of those interviewed said they were taking a shortcut.
- Women and men differ in their reasons for visiting the Gardens
- Young people are much more likely than other groups to use the Gardens to meet friends
- Most people visit the Gardens alone although a smaller proportion of women than men visit the Gardens alone
- Reasons for visiting the Gardens vary significantly between the summer and winter surveys. In summer, the most popular reasons were for peace and quiet and to relax or think. In winter, almost half of those interviewed said they were taking a shortcut.
- Over 95% reported their overall impression of the Gardens as 'good' or 'very good'.
- Ratings for other attributes were generally good, although the range of visitor facilities, facilities for children and families and safety and security might be considered weak points.
- 16-19 year olds were the least positive about the Gardens.
- In summer, respondents suggested toilet facilities and improved security as ways to encourage them to visit more often.
- In winter, a significant proportion of respondents felt improved signage and advertising would encourage more visits.

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OPTION APPRAISAL

1. Do the minimum to comply with Health and Safety requirements.
2. Carry out no capital improvement works but invest in staff and maintenance.
3. Restore and conserve Rougemont Gardens only.
4. Restore and conserve Northernhay Gardens only.
5. Restore and conserve both Northernhay and Rougemont Gardens.
6. Restore and conserve Northernhay and Rougemont Gardens and integrate with the Castle Quarter.
7. Restore and conserve Northernhay and Rougemont Gardens and create Community Facilities.
8. Restore and conserve Northernhay and Rougemont Gardens, integrate with the Castle Quarter and create community facilities.

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EXETER CITY COUNCIL

SCRUTINY COMMITTEE - COMMUNITY

27 FEBRUARY 2007

EXECUTIVE

13 MARCH 2007

REFURBISHMENT AND EXTENSION OF THE MATTHEWS HALL

1. PURPOSE OF REPORT

- 1.1 To seek Members' views on a proposal by the Topsham Community Association to refurbish and extend the Matthews Hall.

2. BACKGROUND

- 2.1 The Matthews Hall is the main venue in Topsham for community activity. Topsham Community Association leases it from the Council and manages it for community benefit. The current lease is for 28 years, from 1999.
- 2.2 Matthews Hall is in daily use for preschool playgroup; badminton; line dancing; drama groups; pantomime; art and music groups; meetings of many local clubs and societies; private functions; and - on Saturdays - a traders' market. One room is let to the Police Authority as an office, and the Hall otherwise serves as Town Hall, for example as a polling station. There is a resident caretaker who occupies a flat above the stage area.
- 2.3 The Association has recently undertaken a long process of research and consultation, and now proposes, with the Council's permission, to modernise and refurbish the hall, and to extend it.
- 2.4 The hall was built in 1927 and given to the then council by James Woodrow Matthews. Its principal use at that time was as a cinema, and the hall still retains the projection room. In fact the layout of the hall has changed little since it was built, the main alterations being to the stage and the changing rooms behind it.

3. THE PROPOSALS

- 3.1 The Association proposes now to:
- Open up the front foyer, to create a welcoming and appropriate public area, with catering facilities for events and meetings.
 - Install a lift to the first floor meeting room (originally the Council Chamber)
 - Re-align the backstage area to make more dressing rooms and facilities for children, as well as new toilets, and install a platform lift onto the stage.

- Extend the hall to the side, to make a chair and equipment storage area, a new meeting room and the small police office. The extension would be built of local timber, from local sustainable sources.

3.2 The proposals for the modernisation of the hall are well thought out, and have been extensively discussed throughout the town. They will increase accessibility and flexibility, and improve the functionality of the building so that it meets the needs of the community that are currently not well served and make the building much more attractive to use, without losing any of its unique features. We have no hesitation in recommending to Members that they approve the granting of permission to undertake the scheme, and the necessary changes to the lease.

4. PUBLIC OPEN SPACE

4.1 The planned extension however will have to be built on the public open space at the side of the hall. This, together with the driveway up to the rear of the hall, is not part of the existing lease. The open space, one of very few in the middle of Topsham, is maintained by the City Council.

4.2 The Council would have to advertise any proposal to build on the land and take into account any subsequent objections, because of its status as public open space.

4.3 The Association's proposals have taken the importance of the open space into account, and their architect has discussed them with the Parks and Open Spaces Manager. The extension isolates a section of the open space adjacent to the bowling green, and this could be better managed by the Association as a secure area for the pre-school group. His view is that the project as planned would not unduly damage the space, as long as the opportunity is taken to re-design the remaining space so that it becomes a better amenity, more closely integrated into the town, and therefore more usable.

4.4 There are some issues of access for the Bowls Club, and it would be a condition of any agreement that these issues are resolved.

4.5 It is the officers' view that the undoubted benefit to the hall, when combined with the chance to improve the townscape will significantly outweigh the loss of the open space, and therefore we would recommend approving the application to vary the lease to include that part of the open space to be built on provided that the process referred to 4.2 does not throw up any sustainable objections. It should be made clear that this approval is for management purposes only, and does not imply any approval under the planning regulations. Planning permission for the whole project must be separately sought.

5. FUNDING

5.1 The Association is intending to fund the capital costs of the work partly from its own resources, but principally from grant applications, including a major one to the Big Lottery Fund's Community Buildings programme, which closes at the end of April this year.

- 5.2 The Association also intends to seek £15,000 from the City Council, to enable it to achieve matching funding from the Community Council of Devon.
- 5.3 The current lease obliges the Association to maintain the inside of the building, while the Council retains responsibility for structural and outside repairs. The question arises as to whether the new extension should be incorporated into the lease on the current terms, or excluded, with the Association retaining responsibility for that part of the building. There is of course no way of knowing when such liabilities would arise or how much they would be, but it is clear that if the new extension is added on the present terms it will eventually increase the liability of the City Council. The installation of the lift will also give rise to increased maintenance costs, but these are internal and it is recommended that they remain the responsibility of the Association.

6. CONCLUSIONS

- 6.1 Topsham Community Association is a strong and proactive organisation, which takes a professional approach to its work in the town. They have invested a great deal of time, money and expertise in the design of this project, which will enhance the facilities in the town. We anticipate that they will invest a similar amount of care and attention in its implementation.

7. RECOMMENDED

that Executive resolve:

- 1) that the Association be permitted to pursue the project
- 2) that the Council advertises its intention to allow building on the public open space
- 3) that the building of the planned extension on the neighbouring public open space be approved, subject to planning permission and the resolution of access issues for neighbouring sites and provided there are no sustainable objections.
- 4) that the Head of Estates be requested to agree the terms of a new lease taking into account the land to be occupied, and that the new extension be included on the present terms with regard to external repairs and that it becomes the property of the council.

HEAD OF LEISURE AND MUSEUMS

Originator: Alan Caig

S:PA/LP/Committee/207SCC4

14.2.07

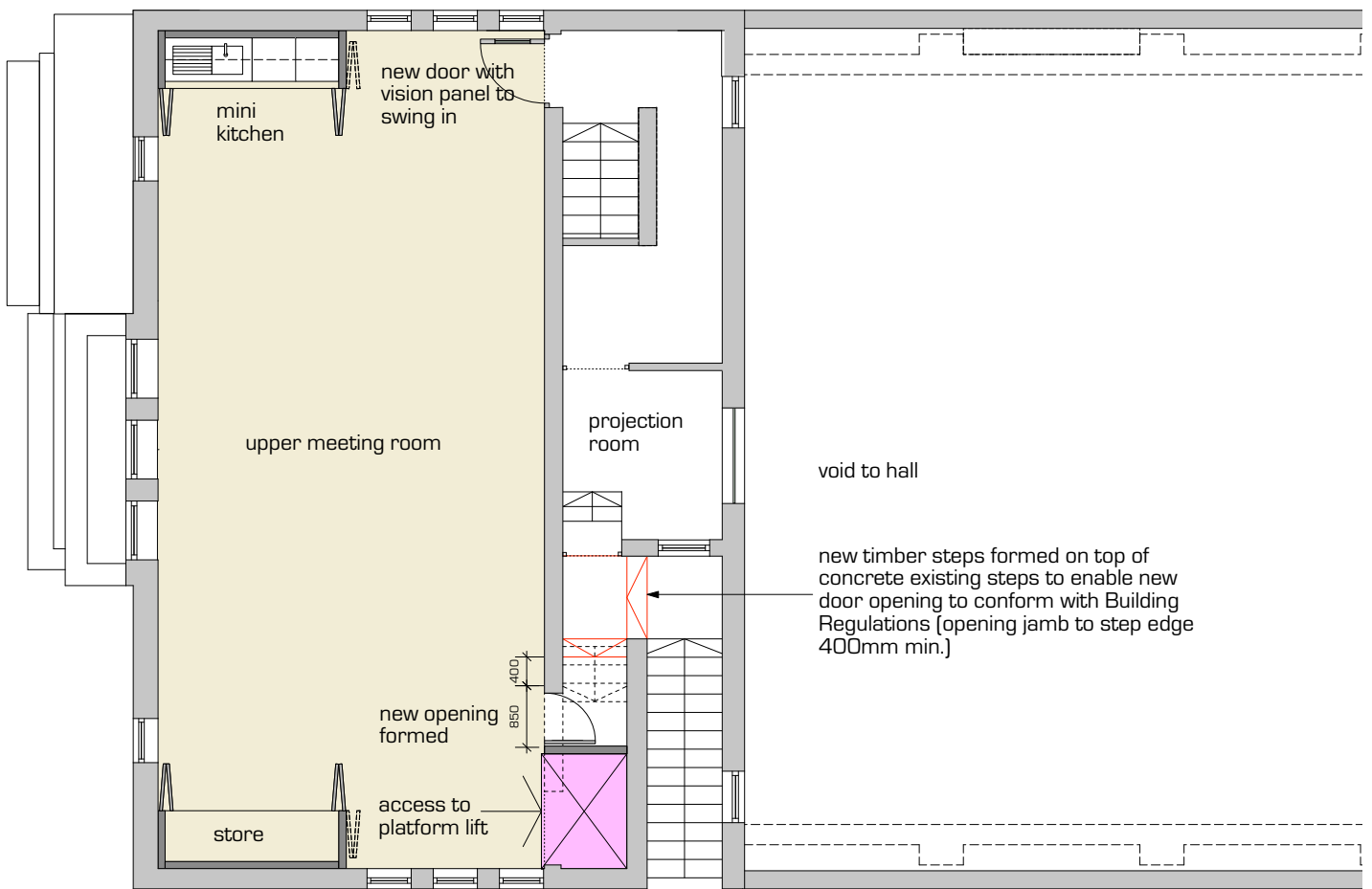
COMMUNITY & ENVIRONMENT DIRECTORATE

**Local Government (Access to Information) Act 1985 (as amended)
Background papers used in compiling this report:**

None

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first floor



- existing walls
- new studwork walls

<p>status</p> <p style="color: red; font-weight: bold;">feasibility issue</p>	<p>revisor</p>
<p>cadpath: 112/cad</p>	

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EXETER CITY COUNCIL

SCRUTINY COMMITTEE - COMMUNITY 27 FEBRUARY 2007

EXECUTIVE 13 MARCH 2007

HEALTH ACT 2006 - IMPLEMENTATION OF SMOKE FREE LEGISLATION

1. PURPOSE OF REPORT

- 1.1 This report provided information about the smoke free provisions of the Health Act 2006, which comes into force on 1 July 2007. It also seeks support for the actions proposed to ensure this important piece of health legislation is successfully introduced in Exeter.

2. BACKGROUND

- 2.1 The Health Act 2006 makes provision for prohibiting smoking in certain premises, places and vehicles making virtually all enclosed public places and workplaces smoke free. Encouraged by international precedents, where compliance with smoke free laws has been high, the government's intention is to create a supportive environment where people are encouraged to comply with the new legislation.
- 2.2 It is not the government's intention to ban smoking. The objectives for smoke free legislation are as follows:
- To reduce the risk to health from exposure to second hand smoke (known previously as passive smoking).
 - Increase the health benefits of smoke free enclosed public places and workplaces for people trying to give up smoking so they can succeed in an environment where social pressures to smoke are reduced.
 - Recognise a person's right to be protected from harm and to enjoy smoke free air.
 - Save thousands of lives over the next decade by reducing both exposure to hazardous second hand smoke and overall smoking rates.
- 2.3 The Scientific Committee on Tobacco and Health Report (**SCOTH**) 2004 confirms the impact of second hand smoke on non-smokers as a 50% increase in the risk of coronary heart disease, 20 - 30% increase in the risk of lung cancer, increased risk of a stroke and severity of asthmas and a decrease in lung function. The more common and noticeable reactions are eye irritation, headache, coughing, sore throat, dizziness and nausea.

- 2.4 In an article published in the British Medical Journal it was estimated that second hand smoke leads to 11000 deaths from general exposure, 700 deaths from specific workplace exposure and 54 premature employee deaths each year in the UK hospitality industry.
- 2.5 In the lead up to 1 July 2007, The Department of Health will embark on a high profile awareness raising exercise with the general public and businesses to ensure people are aware of the reasons for this legislation; what it means and when it comes into force; and what individuals and businesses need to do to comply.
- 2.6 Local Authorities are expected to approach enforcement issues in a non-confrontational manner, by focusing resources on raising awareness and understanding to ensure compliance. Enforcement officers are expected to work closely with businesses to build compliance through education, advice and support before the legislation comes into force.
- 2.7 The City Council will have enforcement responsibilities for both smoke free premises and smoke free vehicles in their areas.
- 2.8 The funding allocated to Exeter City Council is as follows:

2006/07 Grant Allocation	2007/08 Grant Allocation	Total
£10,789	£52,966	£63,755

3. PROPOSALS

- 3.1 We propose carrying out a range of activities to raise awareness of the legislation and assist businesses in complying with it. The table below provides an overview of the key activities initially identified together with a suggested budget provision.

Proposed Activity	Provisional budget 07/08
Launch seminars in early April	
Presentations to interested groups	
Publications, articles, advertising, printing	
Website	
Training for enforcement staff	
Total	

- 3.2 Elsewhere on this agenda a report on the litter wardens proposes that up to £30,000 of the funding from 2007/08 is used to extend the duration of employment and the remit of the litter enforcement officers. This will allow them to take on an advisory/educative role prior to the introduction of the smoke free legislation and thereafter to provide an initial response where incidents of non-compliance are reported or determined as well as continuing their prevention role.

3.3 Other expenditure may prove necessary in the light of experience, for example the provision of additional bins.

3.4 The smoke free legislation has wide ranging implications for many council services. It is important the City Council takes this opportunity to work with the business community and local residents to avoid problems such as an increase in litter, the erection of smoking shelters or roof top terraces without planning permission, an increase in noise from people congregating outside venues which in turn may lead to a review of the premises license. To ensure that the City Council fully considers the implications of the legislation and that the various services coordinate their activities, a steering group including representatives from across the Council together with external agencies including the police will meet regularly.

4. FINANCIAL IMPLICATIONS

4.1 Executive is asked to approve a spending of up to £63,000 for implementing the new Health Act 2006 smoke free provisions up to £10,000 of which may be spent in the current financial year. This will be fully funded by the additional government grant.

5. RECOMMENDED:

- 1) the Council's new responsibilities under the Health Act 2006 and proposals for implementing these are noted;
- 2) additional spending of up to £63,000 be approved.

PRINCIPAL ENVIRONMENTAL HEALTH OFFICER

Originator: Nick Mann

S:PA/LP/Committee/207SCC14

2 February 2007

COMMUNITY & ENVIRONMENT DIRECTORATE

Local Government (Access to Information) Act 1985 (as amended)

Background papers used in compiling this report:

1. Health Act 2006
2. Local Authority Circular (2006)

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EXETER CITY COUNCIL

SCRUTINY COMMITTEE COMMUNITY 27 FEBRUARY 2007

LITTER ENFORCEMENT

1. PURPOSE OF THE REPORT

- 1.1 To update Members with regards to the litter enforcement work undertaken by the three temporary Litter Enforcement Officers and to seek views on the future of the service.

2. BACKGROUND

- 2.1 Members will recall that a budget was set aside to employ three litter enforcement officers for 12 months in order to tackle littering throughout the city.
- 2.2 A Senior Litter Enforcement Officer and two Litter Enforcement Officers (**LEOs**) have been employed since 12 July 2006 for a period of 12 months which ends on 9 July 2007.
- 2.3 All three officers patrol the city and undertake enforcement action. The Senior Litter Enforcement Officer monitors the work of the others and deals with appeals relating to fixed penalty notices (FPNs) issued in addition to undertaking routine patrols.
- 2.4 Initially the city centre was targeted and enforcement of the littering and trade/domestic waste legislation was undertaken, subsequently their activities were expanded into other areas of the city.
- 2.5 In addition to undertaking enforcement action the LEOs have carried out preventative/educational work such as:
- Displaying posters throughout the city for example at Exeter College, Exeter University, NHS walk-in centre and the Job Centre.
 - A display in the Customer Service Centre during December 2006.
 - Working with Stagecoach to tackle littering problems at the Bus Station.
 - Working with a number of commercial premises throughout the city centre where there have been refuse storage issues.
 - Mail shot to all language schools to advise foreign students visiting the city regarding littering.
- 2.6 On the 1 July 2007 smoke free legislation comes into effect in all enclosed public places throughout England. A report elsewhere on the agenda details the implications

of this. The Department of Health has allocated funds to the Council to support the implementation of the new smoke free legislation. The funding will be received in two tranches - £10,789 in March for 06/07 and £52,966 by the end of April 07 for 07/08.

2.7 The table below details the enforcement action taken since July 2006.

Month	FPNs issued
July	32
August	82
September	44
October	58
November	39
December	63
Total	318
FPNs paid	250

The FPNs that remain unpaid are being pursued with a view to formal action.

3. PROPOSAL

- 3.1 It is proposed to extend the Litter Enforcement Officers' temporary contracts by 12 months part funded by using the money from the litter FPNs with a contribution of up to £30,000 from the Department of Health funding.
- 3.2 To date the LEOs have issued an average of over fifty £75 FPNs per month. It is hoped that by actively enforcing the legislation we will encourage responsible attitudes towards littering so that the number of tickets issued will reduce in time. However, if this occurs, the officers can spend more time dealing with other litter-related issues such as fly tipping and refuse being put out too early for collection and of course in supporting enforcement of the smoke free legislation.

4. FINANCIAL IMPLICATIONS

- 4.1 The cost of employing the three LEOs is approximately £6000 per month. Receipts from litter FPNs can be kept by the Council but can only be used to pay for functions relating to Part 4 of the Environmental Protection Act 1990 – the litter legislation.
- 4.2 Assuming that the number of fines issued continues at its present level, over a full 12 months this would amount to income of over £33,000. It would therefore be possible to extend the contracts of the LEOs for a further six months from the fine income.
- 4.3 LEOs could also undertake initial visits to businesses to raise awareness and assess potential compliance with the smoke free legislation. It is therefore proposed to use £30,000 from the money received from the Department of Health to extend the temporary contracts by a further six months so that the posts are continued for a further 12 months in total. Income from the continuing enforcement action taken would also contribute to funding this.

5. RECOMMENDED

- 1) that Members note the work undertaken by the Litter Enforcement Officers;
- 2) that Members' support is sought for the principle of retaining the temporary contracts for a further 12 months.

DIRECTOR COMMUNITY AND ENVIRONMENT

S:PA/LP/ Committee/207SCC11
14.2.07

COMMUNITY AND ENVIRONMENT DIRECTORATE

Local Government (Access to Information) Act 1985 (as amended)

Background papers used in compiling the report:-

None

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EXETER CITY COUNCIL

SCRUTINY COMMITTEE – COMMUNITY 27 FEBRUARY 2007

REVIEW OF REPAIRS POLICY

1. PURPOSE OF REPORT

- 1.1 To inform Members of current progress in the review of the responsive maintenance service provided across the Council's housing stock.

2. INTRODUCTION

- 2.1 In July 2006 a Repairs Partnership Board was established to undertake a comprehensive review of the Council's responsive maintenance service. The Partnership Board consists of staff from the Housing Services Unit (including front line staff) and the two main response maintenance contractors, Signpost Services Limited and the Council's Building and Electrical Service Team (BEST) and four tenant representatives nominated by the Tenant and Leaseholder Consultation Group.
- 2.2 To assist in this process the Board have:
- Undertaken a consultation session with a group of tenants and leaseholders to identify the current strengths and weaknesses of the service and what improvements were considered the most important,
 - Employed consultants to undertake a full scoping exercise of the service to identify areas of waste, duplication and inefficiencies, particularly in the back office functions
 - Used the newly created resident auditor team to undertake a sample survey of tenants who had recently used the service to assess their overall experience and satisfaction
 - Assessed current good practice within the sector
- 2.3 Overall, the Board have concluded that the response maintenance service does provide an excellent service to our tenants who generally have a good experience whenever they have to access the service. Satisfaction rates are high and overall performance of our contractors is good. However, some areas for improvement were identified. These included:
- Need for improvement in arranging and keeping appointments
 - Improved performance in meeting target times for each category of repair

- Reduction in some back office processes that lead to duplication (for example, the issue of variation orders, large numbers of Schedule of Rate codes (SOR's) etc)
- 2.4 To enable the partnership board to continue its work, and to provide a stable environment to allow our contractors to facilitate the proposed improvements, the Executive Committee agreed at its meeting on the 23 January to extend the contract with both Signpost Services and BEST to the 31 March 2010.

3. PROPOSED IMPROVEMENTS

- 3.1 The draft Service Statement (attached as Appendix I) sets out the proposed improvements to the service currently identified by the Partnership Board. Although not exhaustive, the improvements outlined in the document do seek to address the areas of weakness identified during the review. These include:

Appointments

- 3.2 Giving tenants the choice of a morning (8-12noon) or afternoon (1pm-5pm) appointment, or if they have children a 'school run' slot between the hours of 9.30am to 2.30pm). Further work will be undertaken to try and implement a number of evening and weekend slots for tenants who are unable to be at home during the normal working day.

Response Times:

- 3.3 A reduction in response time categories from the existing ten to four will not only assist staff in terms of allocating a priority and organising the work but give tenants a clearer and easier to understand repairs system. It will also address some of the back office inefficiencies identified by Vanguard.

Reduction in Schedule of Rate items for minor repairs:

- 3.4 This improvement will not only provide more financial certainty to both the Council and its contractors, but also reduce back office inefficiencies and the use of variation orders. Essentially a number of minor repairs have been batched together under one SOR code and a flat rate payment agreed for each order issued. Whenever a minor order is raised the process will be easier to use and the requirement to vary wrongly coded or misdiagnosed repairs will no longer apply.

Geographic Areas

- 3.5 To change to areas of the city covered by each contractor to reduce the amount of travelling required from depot to job and increase overall response times.

Performance Monitoring

- 3.6 To clarify the data collected and ensure continued robust monitoring of performance. This will also ensure targets are realistic and achievable, that they

do show improvement over the next three years and that problems that arise are addressed by the partnership as a whole.

- 3.7 It is intended that over the period of the extended contracts further improvements will be identified and implemented following full consultation with our tenants and leaseholders.

4. FINANCIAL IMPLICATIONS

- 4.1 The overall principle of the review process is to work in partnership with our contractors to identify savings within the existing service and recycle those savings into service improvements. However, it is accepted that the existing service does provide excellent value for money and therefore any additional savings may not fully cover the improvements proposed. In such cases each improvement will be assessed against the likely benefits to tenants and the implications to the Housing Revenue Account Business Plan.

5. RECOMMENDED:

- 1) that Scrutiny Committee – Community supports the adoption of the draft document, Responsive Maintenance Service Standards, and that further reports be submitted as the review process continues to identify additional changes and service standards.

HEAD OF HOUSING SERVICES

Originator: Steve Warran

H:LP/Committee/206SCC17

14 February 2007

COMMUNITY AND ENVIRONMENT DIRECTORATE

Local Government (Access to Information) Act 1985 (as amended)

Background papers used in compiling the report:

None

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SERVICE STATEMENT FOR RESPONSIVE REPAIRS SERVICE

This Service Statement sets out the terms and conditions between the Exeter City Council and its partners – Signpost Services Ltd and Building and Electrical Services Team (BEST) for the delivery of the Responsive Maintenance and Voids service between the 1 April 2007 and the 31 March 2010.

The Exeter City Council, partners and tenants representatives have produced this document following a review of the current service.

This document shows the commitment of all parties concerned to work together to improve the service and to strive to deliver a more efficient and effective service for the benefit of all parties involved.

All parties recognise the need for continuous improvement over the period that the Service Statement applies and a statement by all parties is contained within showing a commitment to review all areas of the service.

This statement does not replace the current terms and conditions of the contract entered into by Exeter City Council with Signpost Services and BEST but rather enhances or alters some of them with the express objective of improving the Reactive Maintenance and Void service. Unless expressly mentioned below all current terms and conditions apply. The Exeter City Council with its partners wishes to explore innovative ways of upholding its statutory duties as well as providing its customers with an excellent service.

Performance Indicators

It is recognised that it is appropriate for the levels of service be monitored so that real improvements can be made. Service performance will be assessed in three ways –

- Complaints from customers
- Feedback from Exeter City Council staff
- Key performance indicators

Complaints from Customers

These indicators will be based solely around contact received from customers themselves. This may be by phone, in person, letter, fax or e-mail and will cover the following areas –

- Quality of work (such as actual work done or conduct, tidiness or manner of operative);
- Works completed late;
- Level of appointments kept (work for which a specific date and time has been given to the tenant).

The full details of how this information will be recorded and monitored is already set out in the additional preliminaries section of the Measured Term Contract.

Exeter City Council feedback

This will be based on post inspections undertaken by Exeter City Council. The areas covered will include –

- Quality of work undertaken and materials used.
- Quality of the payment applications made (this would relate to the rates used, items claimed for and the like).

The full details of how this information will be recorded and monitored is already set out in the additional preliminaries section of the Measured Term Contract.

Levels of Performance

Given the length of time that all parties have been involved delivering the service it is considered that high levels of customer satisfaction must be expected. Over any three month basis the overall customer satisfaction must be a minimum average of 95%, this will be calculated by comparing the number of orders raised and the number of validated complaints made by customers. During the period that this Service Statement applies an increase in this figure is expected so that at the end of the first year for any three months period the minimum average would be 96%, by the end of the second 97% and by the end of the third year 98%.

Key Performance Indicators

As well as the levels of performance expected as set out above the performance of the Responsive Maintenance and Voids service will be monitored using key performance indicators.

It is appropriate to use these indicators as they rely on information that is submitted by the contractors involved and validated by Exeter City Council.

- Percentage of orders completed on time by response category.
- Number of appointments kept.
- Repairs completed on first visit.
- Voids completed on time.

Levels of performance

Orders completed by response category.

Response Category	% Completed on time by 31.3.08	% Completed on time by 31.3.09	% Completed on time by 31.3.10
Emergency work	96%	97%	99%
Urgent work (next	96%	97%	98%

working day)			
Routine repairs (5 and 20 working days)	95%	96%	97%

Number of appointments kept

	By 31 March 2008	By 31 March 2009	By 31 March 2010
Number of appointments kept	95%	96%	97%

Repairs completed on first visit (targets to be confirmed following consultation)

Voids repair period

	By 31 March 2008	By 31 March 2009	By 31 March 2010
In days	15	12	10

It is anticipated that progress on performance indicators will form part of the regular Partnership Board meetings.

Response Times

Responsive Repairs

Every order will have a response category allocated to it when it is placed with the contractor. There will be four classes of response category –

- Priority E – Emergency works (same working day).
- Priority U – Urgent jobs (next working day).
- Priority A – Routine repairs (5 working days).
- Priority B – Routine repairs (20 working days).

Listed below are examples of work likely to fall within each response category that could reasonably be expected to be completed within the given time. The classifications are to be used as a guide only, the category allocated will be entirely at the discretion of the Contract Administrator and will be subject to review. A flexible approach is needed for elderly, disabled and vulnerable clients. An emergency repair is normally one that puts the health and safety or security of the tenant, or a third party, at immediate risk. Emergency repairs may also be carried out if the structure of the building is at risk.

Priority E – Emergency (Same Working Day)

- No hot water.
- Make safe dangerous walls/chimneys/ceilings etc.
- Boarding properties where insecure.
- Gain entry.
- Repairs to front or back door locks where unable to lock or unlock.
- Repairs to locks and handles on communal doors that is preventing access.
- Toilet not working (where only one in property).
- Blocked soil stacks in blocks of flats.
- Burst pipes or severe water leaks.
- Severe storm damage.
- Blocked flue.
- Blocked drains.

Priority U – Next Working day

- Leaking taps that cannot be turned off.
- Overflows going ‘full bore’
- Roof leaks.
- Replacing broken cistern or pan.
- Missing manhole covers.

Priority A – 5 Working days

- All other plumbing leaks.
- Overflows.
- Tap washers.
- Blocked gutters.
- Blocked waste pipes.
- Leaks to soil and vent pipes.

- Leaks to hot water cylinders.
- Renew/reset loose concrete step.
- Water main leaks.

Priority B – 20 Working days.

- All other everyday repairs not listed above.

Response categories – Void works

Priority 2 – 3 working days - Voids where only safety checks and any odd items of minor repair are required.

Priority 3 – 5 working days - Voids where safety checks are required plus works to bring property up to habitable standard but would include any one or a combination of the following - decorating up to two rooms, renewal of several but not all Kitchen units, replacing sanitary fittings.

Priority 4 – 10 working days – Voids where there is a combination of two or less of the following items required– Electrical rewire, renewal of all Kitchen units, renewal of all sanitary ware and bath, decorating of more than 2 rooms, minor structural repairs.

Priority 5 – 15 working days – Voids where there is a combination of 3 or more of the following items required- Electrical rewire, renewal of all Kitchen units, renewal of all sanitary ware and bath, decorating of more than 2 rooms, minor structural repairs.

Priority 6 – 20 working days – Voids where major structural works are required or where asbestos needs to be removed by a licensed contractor.

Out of Hours

The majority of works should be attended to during normal working hours. That is 8.30am until 5.00pm. Exeter City Council does not have a service to attend to work out of hours unless in an extreme emergency. Even if emergency works are attended to it will be only to make safe and full and proper repairs will be attended to during normal working hours.

The only repairs attended to out of hours will be those that could cause danger to health, residents safety or seriously damage or destruct property. This would include –

Type of work	Comments
Burst pipes	The operative who calls will isolate the water supply.
Blocked drains	
Blockage of only toilet	Customers should be advised they will be expected to pay if they have caused blockage.
Loss of all electrical power or light.	Have fuses been checked?
Making safe dangerous power or light.	Operative will only make safe.
Loss of heating between 1/11 and 1/5.	If call received after 2100hrs then advise

	will be attended to next day.
Loss of hot water.	Only where hot water required for medical needs or if young children in household.
Securing of properties.	
Gaining entry where keys lost.	Customer to be advised they will need to pay for work.
Attendance requested by emergency services.	

Repairs by Appointment

Appointments are currently made by the Contract Administrator and notified to the contractor. Presently appointments are made for 100% of all Reactive Maintenance orders for either a morning (0800 to 1200hrs) or an afternoon (1300 to 1800hrs) appointment slot.

Because this does not allow for fluctuations in the resources available to contractors, mainly due to staff leave or sickness and also because of the need to accommodate emergency works alongside pre-booked appointments, the required performance level for keeping appointments is a challenge to maintain.

To allow contractors a degree of flexibility to meet appointments the Contract Administrator will only make appointments with tenants for work within the curtilage of the property boundary. This will therefore exclude all works to communal areas of blocks of flats or works that do not affect any individual tenants property.

In future appointments will be made in the following time slots –

- Morning (0800 to 1200hrs);
- Afternoon (1300 to 1700hrs);
- All day (0800 to 1700hrs), this would normally be reserved for larger types of works;
- Outside school runs (0930 to 1430hrs)

Minor Responsive Orders

In an effort to improve the efficiency of the way that minor responsive orders are dealt with it is intended that a pilot will be established that will use a generic schedule of rates description and cost.

This will run initially for a period of three months after which it will reviewed and if necessary amendments or adjustments to the system made.

Full details of the scheme can be found in Appendix A of this document.

Geographical Areas Of Operation

As from the 2 April 2007 there will be alterations made to the areas that the two contractors – Signpost Services and BEST, carry out Reactive Maintenance and Voids work in.

This change in areas has been brought about because under the old arrangements the contractors depots were some distance from the areas they operate in. These adjustments will result in efficiency savings for all parties concerned.

BEST will exchange with Signpost Services the areas that they currently carry out work in – Whipton Barton (Contract B) area with some of the areas that Signpost Services currently work in - Exwick, Cowick, St Thomas, Alphington, Countess Wear and Topsham and the properties known as Grandisson Court.

The full list of streets to be exchanged are as follows –
BEST –

ALDENS ROAD	HEREFORD ROAD	RAGLANS
ASHLEIGH CLOSE	HEXWORTHY AVENUE	REDHILLS CLOSE
BEAUFORT ROAD	HIGHER BARLEY MOUNT	RIVER VIEW
BELVEDERE CLOSE	HIGHER WEAR ROAD	SAVILLE ROAD
BOWHAY LANE	ISCA ROAD	SEABROOK AVENUE
BRIDGE ROAD	JOHN LEVERS WAY	SHILLINGFORD ROAD
BROADWAY	KESTOR DRIVE	SUNHILL AVENUE
BUDDLE LANE	LAKESIDE AVENUE	SWAN MAISONETTES
CECIL ROAD	LEGION WAY	TAUNTON CLOSE
CHAMBERLAIN ROAD	LITTLEWAY	THE BUNGALOWS MONMOUTH ST
CHANTER CT BSP WESTALL RD	LOCARNO ROAD	TOPSHAM ROAD
CHARNLEY AVENUE	LOWER WEAR ROAD	TRESILLIAN COTTS TOPSHAM
CHUDLEIGH ROAD	LYNFIELD GARDENS	WEAR BARTON ROAD
CHURCH ROAD	MANDRAKE ROAD	WEAR CLOSE
COWICK STREET	MERCER CT BSP WESTALL RD	WELLINGTON ROAD
ELY CLOSE	MERRIVALE ROAD	WHITE STREET
FAIRFIELD ROAD	MILL LANE	WILLINGS
FINGLE CLOSE	MORTIMER CT BSP WESTALL RD	
FLOWERPOT LANE	MOUNT WEAR SQUARE	
FOXTOR ROAD	MYRTLE ROAD	
GLASSHOUSE LANE	NELSON CLOSE	
GLOBEFIELD	NEWCOURT ROAD	
GORDON ROAD	NEWMAN COURT	
GRANDISSON COURT	NEWMAN ROAD	
GREEN LANE	NEWPORT ROAD	
GREENVIEW CT GLASSHOUSE LN	OAK ROAD	
GREENWAY	OKEHAMPTON ROAD	
GUYS ROAD	PINCES GARDENS	
HACCOMBE CLOSE	POWDERHAM CLOSE	
HALDON CLOSE	POWDERHAM ROAD	
HAMILTON ROAD	PRESCOT ROAD	
HAYES BARTON COURT	PROSPECT PLACE	

SIGNPOST SERVICES –

ALFORD CLOSE	LAXTON AVENUE
ALFORD CRESCENT	LEYPARK CLOSE
BARTON COURT	LEYPARK CRESCENT
BINFORD CLOSE	LEYPARK ROAD
BIRCHY BARTON HILL	LLOYDS COURT
BLACKTHORN CRESCENT	LLOYDS CRESCENT
BODLEY CLOSE	MULBERRY CLOSE
BONVILLE CLOSE	PIPPIN CLOSE
BOWRING CLOSE	RENNES HOUSE
BRAMLEY AVENUE	RIBSTON AVENUE
BROOK CLOSE	ROYSTON COURT
BROOKWAY	RUSSETT AVENUE
CARLYON CLOSE	SWEETBRIER LANE
CLIFFORD CLOSE	SYCAMORE CLOSE
DURHAM CLOSE	THORN CLOSE
EAST WONFORD HILL	THORNBERRY AVENUE
ENDFIELD CLOSE	THORNPARK RISE
GEORGES CLOSE	VAUGHAN RISE
HAMLIN GARDENS	VAUGHAN ROAD
HEADLAND CLOSE	WAYSIDE CRESCENT
HEADLAND CRESCENT	WHIPTON BARTON ROAD
HILL BARTON LANE	WHIPTON ROAD
HILL LANE	
HILL RISE	
HILLYFIELD ROAD	

Partnership Board

Exeter City Council believes that effective and meaningful communication between Partnership Board members at all levels is key to the successful delivery of the response maintenance service. As such the Board shall meet regularly to review and stimulate the progress of improvements within the maintenance service and the implementation of the Term Partnering Contract.

It is envisaged that Partnership Board meetings will address the following issues: -

- Continuous improvement proposals
- Feedback from customers – in terms of satisfaction and complaints
- Changes in policy/statute/standards of services likely to affect the Term Programme

The Partnership Board consists of staff from Exeter City Council, Signpost Services and BEST, together with tenant representatives nominated from the Tenant and Leaseholder Consultation Group.

Continuous Improvement

The Council is committed to delivering the service to the required quality, within budget and on time. An ongoing process of development of the Service and continuous improvement is important and all parties will be required to be committed to this objective.

It is not acceptable that the level of service to customers maintains at any one level. All parties must strive to consider, discuss and where appropriate implement alterations to the service with the objective of delivering a constant excellent service.

It is not considered appropriate that any amendments to the service will be carried out without the full consent of the parties concerned.

Any party may bring to the partnership meetings any item or topic which they consider would improve the way the service is delivered. It is anticipated that these following areas will be reviewed although this in no way is a complete list –

- Introduction of handyman service.
- Review of schedule of rates in an attempt to reduce the overall number of items and to move towards more generic rates.
- Introduction of payments for out of hours calls.
- Improved electronic communication for orders, completion dates, stage updates and invoicing.
- The way appointments are made and allocated.
- Development more joint working.
- Alterations to the minimum charge rate.

REACTIVE MAINTENANCE CONTRACT REVIEW – PROCEDURE WITH DEALING WITH MINOR RESPONSIVE MAINTENANCE ORDERS

General Issues

It has been identified through discussions with our contractors and by external consultants (Vanguard) following a service review that the current method of ordering minor responsive maintenance orders contains evidence of wastage and inefficiencies.

Through joint discussions with our contractors several ways of reducing this wastage and therefore improving efficiency have been proposed. This procedure further develops one of these ideas by introducing one generic rate and schedule item to deal with an agreed list of minor responsive repairs.

This will be first introduced in a pilot form and will run from the 5 February 2007 until 7 May 2007. At the end of each four-week period throughout the pilot the financial position of all parties will be reviewed and either side will have the opportunity to withdraw from this arrangement.

For the purpose of this trial the agreed rate for these items is [rates agreed separately with each contractor – e.g. £47.00 with Signpost]. It is anticipated at the end of the pilot a more precise rate can be calculated.

Work Types

Only certain work types would be issued using the generic SOR number for minor reactive works and these are listed in the attached appendix.

This arrangement will only currently apply to minor reactive maintenance building works.

This arrangement will apply to orders raised by the Housing Assistants in the Housing Unit. All other orders will be raised as they are currently using the appropriate schedule of rates item.

The Housing Unit will not over specify work on an individual order by, for example, asking for several disparate jobs to be completed at the same time. It is acceptable however for jobs of a similar nature, i.e. tap washers and a ball valve, to be raised on the same order for the same address.

Additional Works

When additional works are required to complete the order to a satisfactory standard these will be done with no claim made against the Housing Unit for these extras under the following conditions –

- The total value of the works must not exceed £100.00.
- The additional work must be connected in some way to that on the original order. For example – Re-washing taps when the original order was also a plumbing repair.

If additional works are discovered that fall outside the above conditions then a request will be made to cancel the original generic order and raise a new one.

Types of repair –

Leaking taps
Rewashing taps
Leaking pipes
Changing door locks.
Cistern's not flushing.
Drawer repairs.
Overflows
Easing of doors.
Securing properties. Eg one window or door
Refix loose wc pan
New WC seat
Renewal of immersion heater
Leak to hot water cylinder
Gaining entry
Clearing any waste pipes
New door hinges
Refixing loose washbasin
Faulty locks.
Water hammer
Airlock to water system.
Waste pipe leak.
Attend to roof leak.
Missing roof slates/tiles (to single storey buildings)
Rehang cupboard door.
Refix grab rail
leaking shower
Reline indoor clothes line
Reline exterior washing line
Refix loose floorboard
New h/w cylinder jacket
Adjusting communal door closers
Call outs
Boarding up after glass smashed eg one window or door
Leak to WC pan
Investigate underground pipe leaks
Leak to washing machine plumbing
Water pressure problems

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EXETER CITY COUNCIL

SCRUTINY COMMITTEE - COMMUNITY

27 FEBRUARY 2007

MOTORBIKE MISUSE IN PRIVATE AND PUBLIC OPEN SPACES

1. PURPOSE OF REPORT

- 1.1 To inform Members on the issue of unauthorised motorbike use (**UMU**) on open space land in Exeter generally, and specifically on land to the north of the City around Mincinglake Valley Park (see Plan 1)
- 1.2 This report is in response to a petition presented to Council on 12 December by Cllr Martin, on behalf of residents of Beacon Heath, asking that *“the Council take action to ensure motorbikes are not ridden in or near the parkland to the north of the Beacon Heath Estate causing noise and nuisance to residents”*

2. BACKGROUND

- 2.1 UMU takes place in various locations around the city, typically on parkland, derelict land and privately owned farmland on the edge of urban areas.
- 2.2 This is a problem for a number of reasons:
 - i) **Noise pollution** - people living nearby, and those visiting the site, can find this extremely annoying and upsetting.
 - ii) **Safety** - the motorbikes often travel at considerable speed and are a threat to other users of a site. Often they are unregistered and presumably uninsured.
 - iii) **Site damage** - churning of footpaths and grass etc. Boundaries are also vandalised in order to gain access to sites.
- 2.3 UMU is a difficult issue to manage because:
 - i) It can take place on land that is in private (sometimes unknown) ownership.
 - ii) Motorbikes are fast and manoeuvrable and so physically difficult to intercept/stop.
 - iii) They can ‘escape’ over relatively rough terrain.
 - iv) Groups of people may be involved, which can have safety implications for officers or others who attend to try to control the issue.
 - v) Although UMU is illegal it requires the presence of a police officer to attend an incident in order for the legislation to be enforced.
 - vi) Police have to prioritise their workload. UMU often seems to be low down on their priority list. Experience has demonstrated that it can take a long time for the police to attend incidents, or they may not attend at all.

- vii) UMU, on any particular site, is often sporadic and so it is difficult to plan the deployment of resources to deal with the issue.
- viii) UMU may only take place for a relatively short period of time and the perpetrators often depart before the police or Council staff etc arrives.
- ix) It is not possible to have barriers that completely prevent unauthorised motorbike access while at the same time allowing access for a range of authorised use e.g. pushchairs, wheelchairs, cycles.
- x) It is often undesirable to control UMU by erecting barriers as this may limit access by other users, and there may be implications under the Disability Discrimination Act.
- xi) If UMU is successfully controlled on a particular site then this often has the effect of moving the problem on to another part of the city.

- 2.4 From time to time certain sites become ‘hot-spots’ for UMU. This might be because a particular landowner is not concerned about this misuse of their land, or perhaps because a group of people in a locality gain access to one or more motorbikes.
- 2.5 It may be possible to assemble a package of measures that reduces the problem. Each locality where UMU takes place is different, and so unique individual ‘packages’ of mechanisms have to be deployed to address the particular problem. The various options & mechanisms that may be deployed to try to control UMU are summarised in Appendix 1.
- 2.6 Implementing such measures can often reduce the incidence of UMU in an area, but this may involve a high level of resource deployment – both staffing and money. Due to the nature of the problem it is often unrealistic to expect to completely prevent this activity in a locality.
- 2.7 In practice it is likely that any success in reducing UMU will only come about by partnership working between different services within the Council and outside agencies. Much of the UMU takes place on privately owned land and in order to reduce UMU it is necessary to work in partnership with landowners. It is probably unrealistic to expect the issue to be dealt with to any useful extent unless this happens.

3. THE BEACON HEATH AREA

- 3.1 In the case of the land referred to in the petition, there are two separate UMU ‘hotspots’, each with multiple owners. Some of these owners are keen and able to work with the Council, but others live some distance away and may not be in a position to assist very much. Since the petition officers have again been in touch with the key landowners in the Beacon Heath area and have proposed further discussions on possible ways forward.
- 3.2 The local police officer for this beat has always worked closely with the Council to try to control this problem in the Valley Park. Discussions are taking place with him on the options for dealing with the current situation, and officers will update the committee at the meeting.

- 3.3 In theory the problem could be solved by an active police presence, but it is likely that this will only displace it, leaving the land vulnerable again in the future. The most fruitful course of action would appear to be closer working with the landowners, or their representatives, and with the police, to make the land less accessible. Coordinating this with an active police presence would be even more effective. This would also have the effect of displacing the problem, but the likelihood of it returning would be reduced.

4. PROPOSAL

- 4.1 Officers should liaise further with the stakeholders, and in particular the landowners (including those in neighbouring areas who may suffer from any displacement of the activity), and then draw up a package of measures that could be put in place to try to reduce the problem. These should include, where practicable, barriers, signs, an easy reporting structure, and if possible an agreement with the police for targeted action.

- 4.2 Across the city officers should continue to monitor each situation/location.

5. RECOMMENDED that:

- 1) Officers work with stakeholders and promote their involvement with implementing a package of measures to try to reduce the problem on land on the northern edge of the City.
- 2) The Council write to the Police Commander to seek his assistance in targeting this problem in a positive and sustainable way.

HEAD OF LEISURE AND MUSEUMS

Originator: Martin Davies

S:PA/LP/ Committee/207SCC6
14.2.07

COMMUNITY & ENVIRONMENT DIRECTORATE

Local Government (Access to Information) Act 1985 (as amended)

Background papers used in compiling this report:

None

MECHANISMS FOR CONTROLLING UNAUTHORISED MOTORBIKE USE

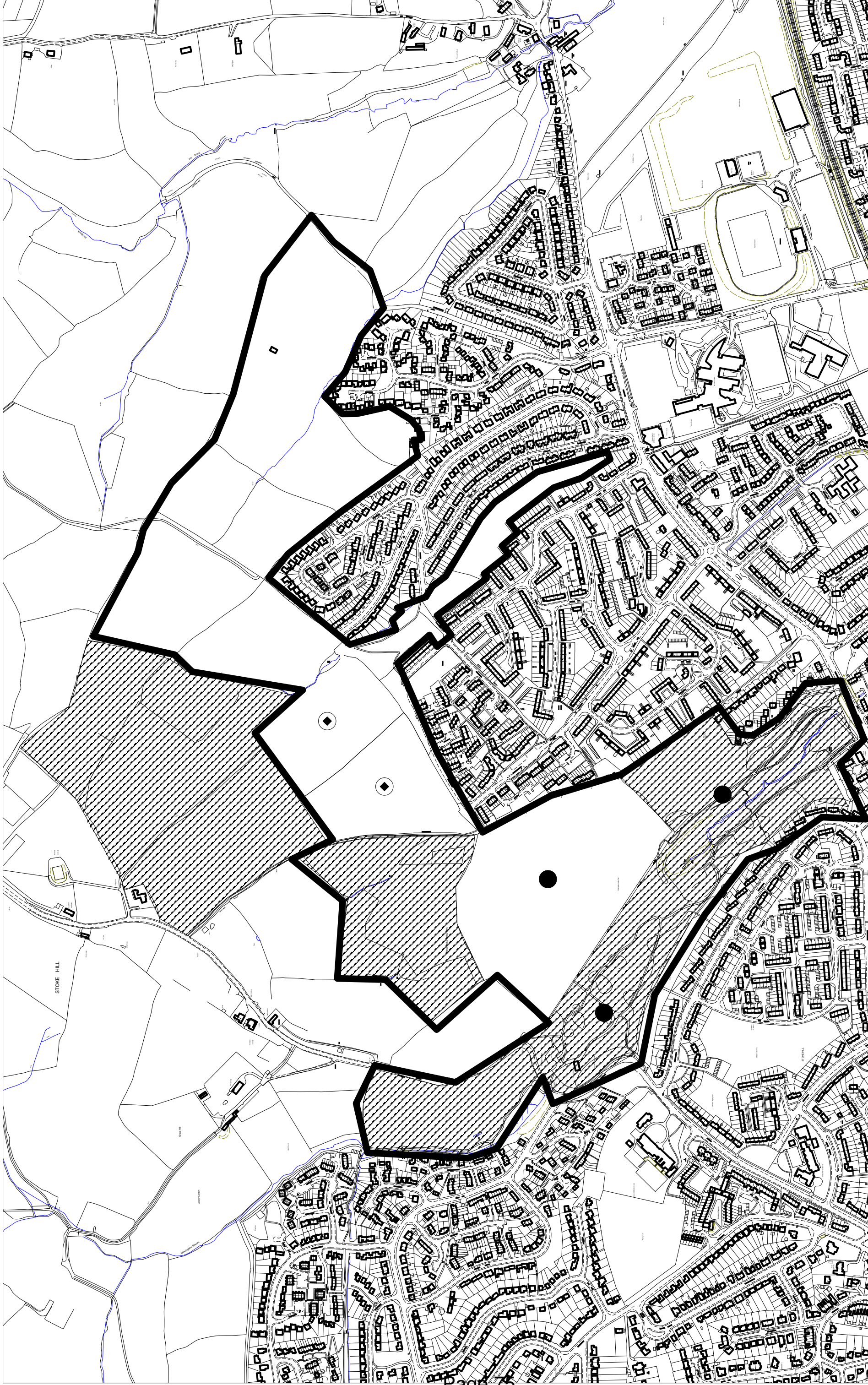
	Advantages	Disadvantages	Comments
1. Direct management of land by the Council - ownership or lease	Boundaries – these can be managed to make them more secure. Access points can be managed to make it less attractive for motorbikes to gain access and less easy to escape.	Cost - capital/revenue costs of land purchase or rental. Capital costs to make boundaries and access points secure. Revenue costs for land management & staffing.	The Council will probably only ever own or directly manage a small proportion of the urban fringe land. However, where there is a particular ‘hotspot’ it may, as part of a package, be a useful way of dealing with the issue.
	Prosecutions - the Council, as landowner or leaseholder, can take action against UMU (As opposed to having no jurisdiction on privately owned land).	Cost – the Council would pick up the costs of prosecutions.	As a general rule, bona fide use of an area by the general public reduces the incidence of anti-social behaviour. Use of an open space by the general public probably has some influence on reducing the incidence of UMU.
	Encourage good use - the area can be managed to make it make more attractive/ inviting and so encourage bona-fide access.	Cost – the Council would pick up the cost of direct management.	Council ownership/lease of land on the urban fringe formalises bona-fide public access and provides more opportunities for informal recreation and wildlife enhancements.
			One possibility is for ECC to buy/rent some of the privately owned land that is currently being used for UMU. The land could then also be used for informal recreation. Access points onto public access land should normally be such that they allow a range of users (of different abilities) to gain access to the land. This normally means that motorbikes can also get through the barriers/gates. However, this can still act

			as a deterrent as UMUs cannot easily gain access or egress to/from the land in question – and if police do attend a site incident then it can make it easier to apprehend the UMUs if their ability to exit the land quickly and easily is impaired.
2. Private landowners' management	Opportunity for careful management - landowners can, if they so choose, actively manage their land to try to prevent unauthorised uses taking place.	Potential neglect - land on the urban fringe is often difficult to farm and so it is often effectively 'abandoned' with little effort to control access.	Farming on the urban fringe can be difficult due to fragmentation of land holdings and persistent trespass & vandalism. Some owners no doubt hold onto land hoping to sell it for development. This can make it more difficult to work with landowners as they can be reluctant to take actions that may effect the chances of them obtaining planning permission in the future.
	Duties - landowners have a duty to prevent anti-social activities taking place on their land. For example, under s.79 of the Environmental Protection Act 1990 noise emitted from premises, so as to be a nuisance, constitutes a statutory nuisance in respect of which the Council could take enforcement action, including service of an abatement notice.		There may be scope for landowners & local authorities to work in partnership to control anti-social activities taking place on land e.g. provide assistance and advice on management of boundaries/access points.
3. Police and the law	Police have powers – police can attend incidents and have legislation that they can draw upon to seize motorbikes and prosecute offenders.	Evidence is required and the landowner's support is needed - the police have to actually catch UMUs in the act, or obtain suitable evidence to take action.	The Council needs to discuss with the police what level of priority should be given to try to address this issue. This could be taken up through the Community Safety Partnership, but deciding levels of priority is always a question of making best use of the resources available.

		Where the activity takes place on private land the landowner needs to agree to enforcement on his/her land since no offence will have been committed (under s.34 of the Road Traffic Act 1998) if the motorcyclist has the owner's permission to be there.	It is likely that this issue would be tasked to a Neighbourhood Beat Manager (NBM), although NBMs generally are not the officers who respond to emergency calls, their role being to look for longer-term solutions to problems.
	Prosecution - S34 of the Road Traffic Act 1988 provides a general prohibition of driving motor vehicles, other than on roads, without lawful authority. (Subject to exemption for private landowners referred to above)	Police resources / priorities - police are normally very slow to attend a reported incident (up to 2 hrs waiting for police) or, quite often, they do not attend at all.	The police would normally be willing to prosecute where offences have been committed – assuming that offenders can be reliably identified.
	Confiscation - S59 of the Police Reform Act 2002 provides the Police with powers to confiscate vehicles where they have reasonable grounds for suspecting that a vehicle is being driven in contravention of s.34 of the Road Traffic Act 1988 (see above) and that this is causing, or likely to cause, annoyance to members of the public.		In the past the police in Exeter have deployed officers on motorbikes to catch UMUs. This was <u>very</u> effective. After the police caught some UMUs in Mincinglake Valley Park the incidence of UMU in the area dropped to zero for some considerable time. However, the police do not have an off-road capability with motorcycles. This problem with motorbikes has evidenced itself elsewhere and tackling it has been difficult. The police, looking into their capabilities, undertook some research. Ultimately, these activities are a public nuisance and the cost of equipping the force with machines and training riders etc were considered, along with the implications of an off road pursuit. All this raised concerns in terms of proportionality and justification - especially if a UMU was injured or killed while

			the police were trying to intercept them. The police view is that the best method of dealing with the issue is through community intelligence, ascertaining how/where they get onto the land, working with the landowners and finding out whom the culprits may be. Officers can then either pay visits to the alleged offenders' homes, or when the bikes are active –they may deploy officers to the known entry/exit points for the land.
	Insurance - S143 of the Road Traffic Act and CMVehicle Insurance Regulations prohibit use of vehicles without insurance on roads & other public places. [Need to do a bit more research on this – there is some confusion about what legislation is being referred to here – MARTIN]		If the motorbikes are being used off-road, but are actually road-legal, they will have registration numbers and may well come out onto the public roads after they have been off-roading. If caught they can be warned or even the bikes immediately seized under S59/60 PRA 2002. However some UMUs cover up their registration numbers. If the motorbikes are not road-legal, and are purely off-road machines, then culprits are often likely to live very close by or will have vehicles (vans or trailers) in which they bring the bikes to the locations. It should be noted that if motorbikes are used only on the land then the riders will not need insurance, MoT or driving licence.
4. Environmental Health legislation & other areas of influence	Local authorities have nuisance powers under the Environmental Protection Act 1990. This may be difficult to enforce if the landowner has taken reasonable steps to prevent access to their land.		Local authorities can take legal action against landowners who give permission for (or fail to control) this activity on their land. However, this would probably be limited to enforcement action for statutory nuisance (under s.79 of the Environment Protection Act) as outlined above.
5. Council staff – attending	Direct authority - staff are able to approach UMUs on land	Limited authority - UMUs can ignore any instructions	There are staff safety issues. UMU can take place in relatively isolated locations and may involve groups of people.

<p>incidents on Council owned or controlled land.</p>	<p>under the Council’s control, and instruct them to leave.</p>	<p>from Council staff, in which case police assistance will be required. UMUs can easily evade people who wish to stop them.</p>	<p>Community patrollers have been involved in obtaining details of vehicles used to transport motorbikes to land. They sometimes approach motorcyclists and speak to them.</p>
<p>6. Public Support</p>	<p>Reporting – the public, including neighbours, can report UMU to the police.</p>	<p>Limited police response – to date, the police have normally been very slow to attend reported incidents.</p>	<p>Members of the public often say that, after some time, they stop reporting the matter to the police because, in their view, the police rarely respond to reported incidents. Police prioritise their responses – even to 999 calls. UMU incidents will normally not attract a high priority, and then there is a view that it is a further waste of resource to attend after the event, if the offenders have already gone.</p>
	<p>Informing - notices placed on-site (by the Council) can encourage the general public and neighbours to anonymously report motorbike users (to the police) if they recognise them and know where they live. The police support this approach. It can be quite successful in reducing or curtailing UMU in the short term but needs sustained effort by neighbours and site users.</p>		<p>A process can be followed whereby a formal warning letter can be sent to alleged offenders, so that, should a person from that address be caught, a prosecution could follow immediately with no further warnings. This may act as a deterrent and the Council or police could do this under the Anti-social Behaviour escalation process, but further escalation through the system to Anti Social Behaviour Order would then depend on the offender(s) being caught again. [Have not received any comment from Legal on this particular issue – I’ll ask for some input to be provided in time for the steering group meeting next week – MARTIN]Also, the police could be asked to visit alleged offenders. Landowners could also receive copies of any injunction letter. The Council does not encourage members of the public to try to deal directly with UMUs. However, some people do engage them directly</p>



Scale 1:2500

↑ 21/07/2005
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Leisure and Museums, Exeter City Council, Civic Centre, Paris Street, Exeter, EX1 1RQ

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Mincinglake Valley Park:

Unauthorised motorcycle use

◻ Land where UMU takes place

▨ Land owned or controlled by ECC

◆ Current UMU 'hotspots'

● Hotspots (not current)



Exeter City Council

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EXETER CITY COUNCIL

SCRUTINY COMMITTEE - COMMUNITY 27 FEBRUARY 2007

COMMUNITY SERVICES STEWARDSHIP TO 31 DECEMBER 2006

1. PURPOSE OF REPORT

- 1.1 This report advises members of any major differences by management unit to the revised budget.

2. STEWARDSHIP TO 31 DECEMBER 2006

- 2.1 Changes introduced by the 2006 Statement of Recommended Practice (published in July 2006) have resulted in the removal of notional interest from the Capital Charges in the 2006/07 accounts. In overall terms there has been a saving of £1,492,000 to this Scrutiny Committee; however this saving is a 'book entry' only, does not represent a reduction in real cost and therefore has no impact on the level of Council Tax requirement. The annual budget has now been adjusted to remove these items so that the variances reported below exclude this movement.

- 2.2 The current forecast suggests that net expenditure, after adjusting for movements to and from reserves, budgets to be carried forward and revenue contributions to capital for this committee will increase from the revised budget by a total of £127,440, which represents a variation of 0.94% from the revised budget.

- 2.3 The main variations by management unit are detailed below:

	£
2006-2007 REVISED ESTIMATE	13,512,170

1A1 ENVIRONMENTAL PROTECTION	1,040
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A delay in recruiting litter enforcement officers will lead to the budget being underspent in 2006/07. In addition, fines have been collected as a result of their work. A budget will be provided in 2007/08 to enable the service to operate for the full twelve month period originally funded.

An approved overspend will arise in respect of maintaining and moving CCTV cameras.

Maintenance costs for the community patrollers' vehicles are expected to exceed the original estimate.

Expenditure on disposing of abandoned cars is expected to fall below the budget.

Additional expenditure has arisen as a result of the campaign to raise awareness of the problems of dog fouling.

- 1A2 CLEANSING SERVICES** (53,810)
 Notional depreciation charges are less than the budgets as a result of a delay in buying two refuse collection vehicles.
- Income from Trade Refuse is expected to be less than the budget due to increased competition, but savings elsewhere in the operational accounts offset this (see separate account attached).
- Expenditure on utility costs in public conveniences is expected to be less than the budget.
- 1A3 LICENCING, FOOD, HEALTH & SAFETY** (88,820)
 Employee costs are less than the budget as a result of the approved restructure, maternity leave and staff vacancies.
- Additional income will arise from gaming licences and taxi licences.
- 1A4 TECHNICAL AND AGENDA 21** (16,050)
 A vacant post has resulted in savings in pay costs. Additional income will be derived from the contract for managing an air quality monitoring station on behalf of the government following the extension of the contract.
- 1A5 WATERWAYS & COUNTRYSIDE** 12,800
 Additional income will arise from canal licences, but there have been additional costs incurred as a result of the activities of illegal campers and travellers.
- A vacant post within the management unit has resulted in a saving on employment costs.
- Additional funding has been authorised in respect of the new harbour authority (Executive 28 March 2006), which has increased the outturn forecast expenditure for this unit. Part of this will be funded by a transfer from the earmarked reserve.

1A6	GROUNDS MAINTENANCE There have been additional costs incurred as a result of the activities of illegal campers and travellers. The cost of water throughout the service has exceeded the budget as a result of the dry summer. Relocation costs have arisen as a result of the appointment of the arboricultural officer.	62,480
1A7	MUSEUMS SERVICE Costs arising from the relocation of staff and storage facilities have exceeded the budgets. This is partially offset by a reduction in AIM expenditure, which will be carried forward to 2007/08.	11,690
1A8	CONTRACTED SPORTS FACILITIES Additional costs have arisen in respect of NNDR (National Non-Domestic Rates) and trade refuse.	13,930
1A9	NON-CONTRACTED SPORTS FACILITIES There has been a saving on NNDR due to a reduction in the rateable value at one of the properties, this has been partially offset by a shortfall of rental income at one of the sites.	(3,740)
1B2	CEMETERIES & CREMATORIUM Part of the work programmed under AIM will be carried forward to 2007/08, leading to an underspend in the current year. Additional costs have arisen in respect of notional depreciation and NNDR, and also the cost of refurbishing the Lodge at Topsham cemetery. Income from burials is currently below levels normally received and a shortfall has been forecast for the year. A loss is expected to arise in the operational accounts due to sickness levels (see separate account attached).	(39,360)
1B3	PROPERTIES Expenditure on utilities is expected to exceed the budget, and this is partially offset by additional income.	2,780
1B4	DUAL USE SPORTS FACILITIES The transfer of Westex took place in early October, and it is anticipated that savings will arise.	(6,520)
1B5	COMMUNITY OUTREACH Income from LeisureCard is expected to fall short of the	11,910

budgeted amount. The net cost of the Splash Scheme is expected to exceed the amount budgeted and this will be funded from reserves. Costs in respect of licensing public spaces have been incurred.

These additional costs have been partially offset by reduced expenditure as a result of staff vacancies.

1B6 RECYCLING (2,580)

Additional employment costs have arisen due to difficulties in recruitment leading to market supplement being agreed. This has been offset by a reduction in some staff expenses.

Additional material sales income in the trading account will be offset by additional staffing costs (see separate account attached).

1B9 ADMINISTRATION SERVICE 2,460

Additional costs have arisen in the replacement of IT equipment for the Graphic Design service. High levels of sickness are expected to lead to additional employment costs

1C1 HOME AID (48,320)

Following the outsourcing of this service, a saving has arisen as a result of the underperformance of the contractors. A revenue contribution to capital will be made from this saving to supplement the Disabled Facility Grants.

1C2 ADVISORY SERVICES 140,300

Home Choice staffing costs are expected to exceed the budget. A saving on temporary accommodation costs is expected due to the termination of a contract, and this is offset by additional costs for Bed & Breakfast.

Expenditure on Private Sector Leased properties repairs and handbacks are expected to exceed the budget

1C3 HOUSING PARTNERSHIP (15,290)

A staff vacancy is expected to result in a saving.

Employment costs in respect of the Empty Homes Initiative are expected to exceed the budget, however additional income will be received to offset this overspend. The balance will be funded from the Empty Homes reserve.

A saving is anticipated due to the responsibility of the Social Inclusion function now falling to another department.

1C4 PRIVATE SECTOR HOUSING 2,880

A shortfall in income from the licensing of houses in multiple occupation is anticipated. Savings on staffing costs largely

offset this.

1C6 CONTRACT & BUILDING SERVICES	0
A surplus is expected to arise on the Building and Electrical Service Team (BEST) trading account, and this will be refunded to the areas that have used the service at the end of the year. No variance will therefore arise in this Committee.	
1C7 DIRECTOR – COMMUNITY & ENVIRONMENT	
Maternity cover for the Director’s PA is expected to lead to additional costs.	6,130
2006-2007 EXPECTED FINAL OUTTURN	13,506,080
EXPECTED TRANSFERS FROM RESERVES	(20,290)
AIM BUDGETS TO BE CARRIED FORWARD	105,500
EXPECTED REVENUE CONTRIBUTIONS TO CAPITAL	48,320
EXPECTED TOTAL NET EXPENDITURE	<u>13,639,610</u>

3. RECOMMENDED:

- 1) that the Scrutiny Committee – Community note this report.

DIRECTOR OF COMMUNITY
AND ENVIRONMENT

HEAD OF TREASURY SERVICES

1 S:PA/LP/Committee/207SCC20
5 February 2007

COMMUNITY AND ENVIRONMENT DIRECTORATE
CORPORATE SERVICES DIRECTORATE

Local Government (Access to Information) Act 1985 (as amended)
Background papers used in compiling this report
None

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EXETER CITY COUNCIL

SCRUTINY COMMITTEE - COMMUNITY 27 FEBRUARY 2007

HOUSING REVENUE ACCOUNT STEWARDSHIP TO DECEMBER 2006

1. PURPOSE OF REPORT

- 1.1 To advise members of any major differences by management unit to the outturn forecast for the first nine months of the financial year up to 31 December 2006.

2. STEWARDSHIP TO 30 DECEMBER 2006

During this period the total of the variances indicates that there will be a net surplus of £317,030, of this £217,030 will be transferred to the working balance at 31 March 2007, and an additional £100,000 will be utilized to fund capital works associated with the Decent Homes Standard. The working balance will be increased to £2,971,972 at 31 March 2007.

The main variations by management unit are detailed below:

	£
2006-2007 ESTIMATED TRANSFER TO THE WORKING BALANCE	0
5A1 MANAGEMENT	
There has been a saving on staffing costs within the HRA due to vacancies; in addition to this a saving is expected on legal costs and superannuation back funding. These savings have been offset by an increase in utility costs at sheltered sites, costs associated with tenant participation and a shortfall in respect of Supporting People grant income.	5,560
5A4 REPAIRS FUND CONTRIBUTION	100,000
The increase in rents receivable, as a result of the continued reduction in Right to Buy sales, has enabled an increase in the revenue contributions to capital works associated with achieving the Decent Homes Standard.	

5A8 RENTS

A reduction in the estimated number of Right to Buy applications and an improvement in void turn around times has resulted in an increase in the rent collectable. (303,500)

5B1 GOVERNMENT SUBSIDY

There is a small saving in the subsidy payable in 2006-07 (4,090)

5B2 INTEREST

It is estimated that there will be additional interest on investments as a result of an increased working balance. (15,000)

2006-2007 SECOND QUARTER FORECAST INCREASE IN WORKING BALANCE (£217,030)

3. RECOMMENDED:

- 1) that the Scrutiny Committee – Community note this report.

DIRECTOR CORPORATE SERVICES

DIRECTOR COMMUNITY AND ENVIRONMENT

S:PA/LP/Committee/207SCC21

CORPORATE SERVICES DIRECTORATE
COMMUNITY AND ENVIRONMENT DIRECTORATE

Local Government (Access to Information) Act 1985 (as amended)

Background papers used in compiling this report:

1. None

EXETER CITY COUNCIL

SCRUTINY COMMITTEE - COMMUNITY 27 FEBRUARY 2007

NATIONAL PERFORMANCE INDICATOR RESULTS 2005/2006 HOW EXETER'S RESULTS COMPARE

1. PURPOSE OF REPORT

- 1.1 A full analysis of Exeter's performance indicator results for 2005/06 has been sent to Members under a separate cover. This report provides an overview of the performance of those services covered by this committee. The other two Scrutiny Committees will get a similar report covering services within their remit.

2. BACKGROUND

- 2.1 Exeter's performance indicator results for 2005/06 were published in the Best Value Performance Plan. The Audit Commission subsequently published audited comparative data in January 2007.
- 2.2 The graphs contained within the detailed analysis compare Exeter's results against authorities in the Council's benchmarking group and therefore provide a comparison against other broadly similar councils. (Audit Commission family grouping)
- 2.3 The graphs have been arranged so that councils with comparatively good performance are shown on the left side of each graph. Those councils with comparatively poor performance are on the right side of each graph. Exeter's results are highlighted on each.
- 2.4 The Audit Commission uses national upper and lower quartile figures (also referred to as 75th and 25th percentiles) as benchmarks against which to judge service performance. The detailed analysis also shows quartile figures for all English district councils against each graph. Services should generally be aiming to be in the top quartile (i.e. the best performing 25% of councils in the country). The star rating shows at a glance how well the service is performing against the quartiles for each indicator. Four stars show that Exeter is in the top quartile and one star that it is at or below the lower quartile.

3. RESULTS OVERVIEW

- 3.1 Exeter is in the top quartile for 25 indicators out of a total of 67 where comparisons are possible (37%), compared to 20 out of 51 (39%) last year. It is in the bottom quartile for 11 indicators, compared with 11 last year.
- 3.2 This year has seen improvement in 24 indicators with five of these achieving a higher star rating than last year. However, 16 indicators show a lower performance than last year, with eight achieving a lower star rating than last year. It is important to note that

many indicators have been introduced or have had their definitions changed from 2004/05. No comparative historical data is available for these indicators. Out of the 50 indicators that fall within the remit of this Scrutiny Committee, only seven have poorer performance. These are BVPI 66a, 183b, 184a, 86, 170a, 127a and 174. Detailed commentary on each of these is given below.

Council Housing

- 3.3 Exeter is seventh in the benchmarking group and for the percentage of non-decent homes (BVPI 184a) stays in the bottom national quartile. The Council has a fully costed programme of works to ensure our stock meets the Decent Homes Standard by 2010. Our elemental approach to this programme has been endorsed by the Government Office for the South West. It is this that results in our performance appearing low.
- 3.4 In respect of rent collected (BVPI 66a), the Council maintains its position in the top quartile despite a slight fall in performance from 99.4% in 2004/05 to 99.24% in 2005/06. Although arrears have fallen, prepayments have increased.

Homelessness

- 3.5 The average length of stay for homeless families in bed and breakfast (BVPI 183a) fell from 17 to nine weeks. However, Exeter remains in the bottom national quartile and is positioned 15th in the benchmarking group. The average length of stay in hostel accommodation (BVPI 183b) rose from 14 to 17 weeks, maintaining Exeter's position in the third national quartile. Exeter was 12th in the benchmarking group for this indicator. Seven councils scored 0 within the benchmarking group. Exeter has arrived at a position where the majority of those staying in hostel accommodation are there due to their support needs and cannot be moved to permanent accommodation.
- 3.6 Exeter has consistently ensured that families do not stay in Bed and Breakfast for more than the six weeks allowable. However, when calculating this indicator an applicant's total time in Bed and Breakfast in the past must be taken in to account. So if the applicant spent 12 weeks in Bed and Breakfast in 2002 for example and was then placed in private leased property until they secured permanent housing in 2006 the 12 weeks must be included in our calculations.

Environment

- 3.7 Waste collection costs (BVPI 86) increased from £36.80 in 2004/05 to £40.90 in 2005/06. This is in line with national trends, as local authorities invest in improvements to recycling/composting schemes. Exeter maintains its position in the second national quartile and moves up to eighth in the benchmarking group.
- 3.8 Increasing competition in the City, together with increased waste disposal costs reduced the net income from Trade Refuse. The cost of the garden waste collection service increased because it was for a full year in 2005/06 rather than a half year as in 2004/05.

Culture

- 3.9 With regard to museum visits, Exeter continues to perform well, being within the top quartile for all related indicators. The number of visits in person (BVPI 170b) rose again but the number of total visits per 1000 population (BVPI 170a) dropped from 3187 in 2004/05 to 2493 in 2005/06. Due to an ongoing transfer of two websites to an inhouse server, this figure does not include the visit figures for those sites.

Community Safety

- 3.10 The number of racial incidents recorded per 100,000 population (BVPI 174) rose from 4.4 to 6.1, placing Exeter 12th in the benchmarking group, compared with ninth in 2004/05. The worst performer in the group was Lincoln with 20.8. Bedford, Dover, Lancaster, Worcester and Worthing all recorded 0. There is no quartile information available for this indicator.
- 3.11 This indicator would raise a debate about “worst” and “best” performers. Given that racial incidents are seriously under-reported, targets surround increasing reporting, not reducing incidents. There will come a point when the summit has been reached, but in this area this is unlikely to happen for some considerable time.

4. RECOMMENDED

- (1) That Members consider the report and indicate whether they wish to receive any further information on any particular issue(s).

DIRECTOR COMMUNITY AND ENVIRONMENT

S:PA/LP/Committee/207SCC22
29 January 2007

COMMUNITY AND ENVIRONMENT DIRECTORATE

Local Government (Access to Information) Act 1985 (as amended)

Background Papers used in compiling the report:

- 1) National Performance Indicator Results - January 2007

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