



3. **REVIEW OF EXETER SOCIAL INCLUSION STRATEGY 2003-2006**

To consider the report of the Assistant Chief Executive – *report circulated.* 1 - 4

4. **PERFORMANCE MONITORING**

To consider the report of the Director Community and Environment – *report circulated.* 5 - 20

Prior to consideration of the report the Policy Officer will provide some basic training on performance management and interpretation of performance indicators.

5. **SCRUTINY COMMITTEE SUB GROUP**

To appoint a sub group to discuss issues pertinent to the Committee:-

Membership will comprise the Chair, Deputy Chair and at least two other members.

As set out in the operational guidelines for Scrutiny Committees the sub group will:-

- review progress of their Committee in the current year;
- consider initial proposals for the following year's work programme; and
- consider general issues relating to the overall workload and operation of the Committee.

<b><u>MATTERS FOR CONSIDERATION BY THE EXECUTIVE</u></b>
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6. **STATEMENT OF LICENSING POLICY - RESULT OF CONSULTATION**

To consider the report of the Head of Environmental Health Services – *report circulated.* 21 - 28

7. **NEW SWIMMING POOL AT CLIFTON HILL**

To consider the report of the Head of Leisure and Museums – *report circulated.* 29 - 34

8. **PROPOSAL TO PURCHASE GLENCOE, ALPHINGTON STREET, EXETER**  
To consider the report of the Head of Housing Services – *report circulated.* 35 - 38
9. **REVIEW OF DISABLED ADAPTATIONS POLICY AND PROCEDURE (COUNCIL PROPERTIES)**  
To consider the report of the Head of Housing Services - *report circulated.* 39 - 40
10. **TEMPORARY ACCOMMODATION MANAGER POST**  
To consider the report of the Head of Housing Services - *report circulated.* 41 - 44

### **PERFORMANCE MONITORING**

11. **HOUSING REVENUE ACCOUNT STEWARDSHIP TO SEPTEMBER 2007**  
To consider the joint report of the Director Community and Environment and Director Corporate Services – *report circulated.* 45 - 48
12. **COMMUNITY SERVICES - STEWARDSHIP TO SEPTEMBER 2007**  
To consider the joint report of the Director Community and Environment and Head of Treasury Services - *report circulated.* 49 - 66

### **DATE OF NEXT MEETING**

The next **Scrutiny Committee - Community** will be held on Tuesday 15 January 2008 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 M A Baldwin (Chair), Robson (Deputy Chair), Bond, Branston, S Brock, Choules, Mrs Danks, Mitchell, Moore, Newcombe, Newton, Shiel and Winterbottom

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 COMMUNITY 6 NOVEMBER 2007

#### REVIEW OF EXETER SOCIAL INCLUSION STRATEGY 2003-2006

#### **1 PURPOSE OF REPORT**

- 1.1 To update Members on the position of the Social Inclusion Strategy 2003-6 ('the Strategy'); and
- 1.2 To propose to Members a way forward in developing a new strategy for addressing issues related to community involvement and inclusion within Exeter.

#### **2 BACKGROUND**

- 2.1 The Strategy was developed by bringing together the main priorities related to social inclusion in partners' strategies. The Social Health and Inclusion Partnership (SHIP) undertook the development and monitoring of the Strategy.
- 2.2 Members received updates during the life of the Strategy on the progress made within in addressing the priority areas. However there has not been success in identifying joint funding to support the Strategy and therefore efforts by the SHIP to create an updated action plan to deliver in partnership has been unsuccessful.

#### **3. CONTEXT OF THE DEVELOPMENT OF A NEW STRATEGY**

- 3.1 In anticipation of Exeter achieving unitary status, work has commenced on a fundamental review of the role, membership and structure of the Local Strategic Partnership (LSP)- the Exeter Vision Partnership- as this partnership will retain its existing responsibility for developing a Sustainable Community Strategy (SCS). This will identify local priorities and articulate how the council will work with local partners to develop plans to address the local priorities. The role of the SHIP is to help develop and then deliver on those priorities that relate to building stronger communities, promoting social inclusion and addressing public health issues.
- 3.2 However, in addition, the LSP will assume the responsibility for developing and delivering a Local Area Agreement (LAA) for Exeter, from April 2009. The LAA is the way that the Government increasingly allocates local funding. A fundamental part of the LAA will be delivering on the priorities within the SCS. There is likely to be a number of priorities that relate to inclusion and involvement that the SHIP or a body performing a similar role will have to develop and deliver. The LSP and the SHIP will also need to consider how the 'Health and Older People' strand of the LAA will be delivered. As part of the development of the SCS and LAA, a robust evidence-base of the needs of Exeter communities will need to be developed. As a starting point, there will need to be a focus on collating and verifying information held by the council and its partners and identifying any gaps.

- 3.3 It should be noted that Devon's LAA will be agreed in April 2008. The Government has indicated that in areas where districts are seeking unitary status, the LAA should be developed in a way that is possible to detach the part that relates to the district at the point where unitary status is secured in April 2009. In addition, Devon County Council has indicated that regardless of the decision on the council's submission for unitary status, they recognise the need for one part of the LAA to be customised for Exeter, in recognition of the particular needs of the City vis-à-vis the rest of the County. In order to ensure that this is an effective model, the work identified within this report will still need to be done whether or not unitary status is ultimately granted.
- 3.4 Members of the SHIP have been reviewing the role of the Group and in particular its relationship to Exeter's LSP. At its meeting in September, the SHIP agreed to focus its future work on issues related to the stronger communities element of the LAA, where it was felt that a geographic focus was lacking.
- 3.5 Data collation and analysis was reaffirmed as a key element in developing an evidence base, including the identification of gaps, to progress the SHIP agenda. It would help improve the identification of deprived neighbourhoods, establish delivery priorities and assist service providers review their delivery mechanisms and avoid duplication of work. The Council's neighbourhood engagement pilots would also help inform this process. It was agreed that that SHIP could continue to offer added value within the overall LSP structure and that the profiling work, at sub ward and other levels, was an essential prerequisite to inform the way forward, through identification of client groups, prioritisation etc. Additionally, it could offer direction and support for the neighbourhood engagement work through the fostering of inter-agency work.
- 3.6 The Council agreed in 2006 to develop and implement a programme for Neighbourhood Engagement that includes pilot projects in four areas of the City. The aim of these pilots is to identify best practice in community engagement with a view of improving the way the council engages with its communities. It is recognised that an integral part of promoting inclusion is ensuring that local residents are able to influence the design and delivery of the services that they receive and that as public agencies, we built up an accurate picture of the needs of our community.

#### **4. TOWARDS A COMMUNITY INVOLVEMENT AND INCLUSION STRATEGY**

- 4.1 The work described in this report will provide accurate and up-to-date quantitative and qualitative information on priorities for Exeter, including those that relate to inclusion. It will therefore assist in the process of determining priorities for action in those areas. It will therefore facilitate the process of the Council working with its partners via the LSP structure to develop a Strategy to address the agreed priorities.

#### **5. PROPOSAL**

- 5.1 That officers develop a draft Community Involvement and Inclusion Strategy for consideration by Members once the relevant priorities in the SCS and the LAA have been developed. The Strategy will also be informed by an analysis of the Neighbourhood Engagement Pilots. The timing of this is likely to be December 2008.

**6. RESOURCE IMPLICATIONS**

5.1 The Strategy will be developed using available resources.

**7. RECOMMENDED**

- (1) That Members note the process for developing the Council's new Strategy for Community Involvement and Inclusion.

ASSISTANT CHIEF EXECUTIVE

S:LP/Committee/1107SCC3  
18.10.07

CHIEF EXECUTIVE'S DEPARTMENT

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

None

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## EXETER CITY COUNCIL

### SCRUTINY COMMITTEE – COMMUNITY 6 NOVEMBER 2007

#### PERFORMANCE MONITORING

#### 1. PURPOSE OF REPORT

- 1.1 This report advises Members of performance in the middle of the year on a range of services across the Directorate.

#### 2. INFORMATION

- 2.1 Attached to this report at Appendix I is a summary of the performance indicators for a range of services provided by Community & Environment Directorate. In line with commitments made in our best value service reviews and the Best Value Performance Plan, it was agreed that Directors would report on performance in November for the first half of the year and late spring to finalise the information for the previous financial year.
- 2.2 We are generally on course to meet our targets. Any apparent anomalies are commented upon in the appendix.
- 2.3 Where some of the Housing PIs appear to be below target this is either because the profile over the year is uneven (eg BV066b, BV064.02) or because a time lag in reporting of figures skews the result (eg LP1H05).
- 2.4 The average time it took to re-let a Council property has increased (BV212.05) This is a direct result of the success of our incentive scheme to encourage tenants to downsize. Many of the larger family homes released have required extensive work before re-letting.
- 2.5 It is particularly pleasing to note the excellent take up of the green waste scheme which is doing better than expected.
- 2.6 We have improved the way we deal with reports of abandoned vehicles and 100% were investigated within 24 hours.

#### 3. RECOMMENDED

- (1) that this report is noted.

DIRECTOR COMMUNITY & ENVIRONMENT

H:LP/committee/1106SCC5  
25 October 2007

COMMUNITY AND ENVIRONMENT DIRECTORATE




**Local Government (Access to Information) Act 1985 (as amended)**  
**Background papers used in compiling the report:-**  
Performance Monitoring Database

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## Performance Indicator Results Half Year 2007/08

### How to interpret the performance report

Performance is shown as a comparison to the half year target. A tolerance is set for each indicator, allowing performance to be shown as on target within a certain percentage. The following symbols are used.

-  The Green Star shows that performance is better than target
-  The Blue Circle shows that performance is on target, within the tolerance
-  The Red Triangle warns that performance is below target and outside the tolerance

-  The green tick indicates that the half year figure for 2007/08 is better than the half year figure for 2006/07
-  The black arrow indicates that there is no change between the half year figures for 2006/07 and 2007/08
-  The red cross indicates that the half year figure for 2007/08 is worse than the half year figure for 2006/07

	Year End 06/07	Actual Q1 0708	Actual Q2 0708	Half Year Performance Half Year	Target Half Year	Target Annual 0708	Compared to 0607 half year figure	Any comments to explain performance	Percentage tolerance allowed for the indicator
BV091a.05 % households resident in the authority area served by kerbside collection of recyclables	100.00	100.00	100.00	100.00	100.00	100.00	100% of domestic properties are served by kerbside collections of recyclables.	2	

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Environmental Health Recycling and Refuse Collection										
	Year End 06/07	Actual Q1 0708	Actual Q2 0708	Half Year Half Year	Performance Half Year	Target Half Year	Target Annual 0708	Compared to 0607 half year figure	Q2 Commentary	Tolerance
BV091a.05 % households resident in the authority's area served by kerbside collection of recyclables	100.00	100.00	100.00	100.00		100.00	100.00		100% of domestic properties are served by kerbside collections of recyclables.	2
BV091b.05 % households served by kerbside collection of at least 2 recyclables	100.00	100.00	100.00	100.00		100.00	100.00		100% of household are served by kerbside collections of at least 2 recyclables	2
BV082bii.05 Tonnes Household Waste Composted	2012.03	569.70	678.56	1248.26		1100	2200		There has been an encouraging growth in the number of households taking up our Green Waste service, with around 5,200 households now paying for a collection. The half year discounted cost of £10 for 6 months introduced in September has proved very popular.	10

Contaminated Land and Pollution Control

	Year End 06/07	Actual Q1 0708	Actual Q2 0708	Half Year Half Year	Performance Half Year	Target Half Year	Target Annual 0708	Compared to 0607 year figure	Q2 Commentary	Tolerance
BV216a.05 No. 'sites of potential concern' with respect to land contamination	346.00	345.00	345.00	345.00	★	345.00	340.00	No half year 0607 figure. ↘	Work is progressing through the year to reach the year end target.	2
BV216b.05 % sites with sufficient information to decide whether remediation is necessary	83.00	83.00	83.00	83.00	●	83.00	84.00		Work is progressing through the year to reach the year end target.	2

Environmental Health and Abandoned Vehicles

	Year End 06/07	Actual Q1 0708	Actual Q2 0708	Performance Half Year	Target Half Year	Target Annual 0708	Compared to 0607 half year figure	Q2 Commentary	Tolerance
BV218a.05 % reports of abandoned vehicles investigated within 24 hrs	93.10	100.00	100.00	★	95.00	95.00	✔	The scrap value of vehicles has increased in recent years, leading to a reduction in abandoned vehicles overall. The process involves the Community Patrol investigating the vehicle, confirming that it is abandoned and arranging its swift removal by a private contractor	5
BV218b.05 % abandoned vehicles removed within 24 hrs from when legally entitled	97.65	100.00	100.00	★	95.00	95.00	✔	On confirmation that a vehicle is legally abandoned, removal and disposal is routinely arranged within 24 hours, using a private contractor.	5





Housing Asset Management and Rents										
	Year End 06/07	Actual Q1 0708	Actual Q2 0708	Half Year	Performance Half Year	Target Half Year	Target Annual 0708	Compared to 0607 half year figure	Q2 Commentary	Tolerance
BV063 Average SAP (Energy Efficiency) rating of LA dwellings	68.55	68.67	68.76	68.76	★	68.70	69.00	✔		1.5
BV066b.05 % Tenants with more than 7 weeks Gross Arrears	4.06	3.59	4.21	4.21	▲	3.00	3.00	✘	The figure will reduce over the next two quarters in line with the rent arrears profile.	25
BV066c.05 % Tenants in arrears who have had Notices Seeking Possession served	32.83	19.94	24.08	24.08	★	25.00	25.00	✔		10
BV066d.05 % Tenants Evicted for Arrears	0.24	0.16	0.20	0.20		0.30	0.30			10



	Year End 06/07	Actual Q1 0708	Actual Q2 0708	Half Year Half Year	Performance Half Year	Target Half Year	Target Annual 0708	Compared to 0607 half year figure	Q2 Commentary	Tolerance
BV184a % LA homes non-decent at the start of the Financial yr	30.00	22.31	22.31	22.31		22.31	22.31	No half year 0607 figure.		10
BV212.05 Average time to re-let local authority housing (in days)	23.75	18.87	26.23	22.98		20.00	20.00		Void performance affected by the success of the downsizing scheme where many of the released large family properties have required extensive work to bring them up to the required lettable standard	5
LPI HO4 % non-decent dwellings at the end of each quarter	22.00	24.94	23.80	23.80		21.70	15.00			10
LPI HO5 % of responsive repairs completed within target timescales	90.80	88.74	90.34	89.52		95.30	96.00		Figures have improved throughout Quarter 2. However, more work is required to ensure completion dates are reported quickly to ensure accuracy	5
LPI HO7 Arrears as a % of debit	1.31	1.70	1.89	1.89		1.60	1.60		The rent arrears profile follows previous years and it is predicted that the year end target will be met	10

Advice and Homelessness

	Year End 0607	Actual Q1 0708	Actual Q2 0708	Half Year Half Year	Performance Half Year	Target Half Year	Target Annual 0708	Compared to 0607 half year figure	Q2 Commentary	Tolerance
BV183b Length of stay in hostel accom'h	13.00	7.00	11.00	11.00	★	13.00	13.00	✖	Q2 reflects the very low number of cases included (19 for the 6 mth period), making the PI vulnerable to distortion. A single case account for more than half of the Q2 change	10
BV213.05 No. households who are considered homeless					▲			✖		
Approached the local authority's housing advice service, and for whom housing advice casework intervention resolved their situation	8.01	6.44	6.44	12.88	★	16.50	0.25	✔	A fall in the overall number of homeless presentations and a rise in the population of Exeter has resulted in this figure reducing.	10
LPI HO1 Homelessness acceptances as a % of new approaches to housing advice	15.00	8.47	10.63	9.50		20.00	20.00			5

	Year End 06/07	Actual Q1 0708	Actual Q2 0708	Half Year Half Year	Performance Half Year	Target Half Year	Target Annual 0708	Compared to 0607 half year figure	Q2 Commentary	Tolerance
LPI HO2 % of homelessness determinations made within 33 working days	91.00	86.67	91.18	89.06		90.00	90.00			10
LPI HO3 No. of households in temporary accommodation	228.00	231.00	221.00	221.00		240.00	220.00			5

Leasehold and Enabling

	Year End 06/07	Actual Q1 0708	Actual Q2 0708	Half Year Half Year	Performance Half Year	Target Half Year	Target Annual 0708	Compared to 0607 half year figure	Q2 Commentary	Tolerance
LPI HO8 Service charge arrears as a % of the total service charge income	7.68	19.10	18.35	18.35	▲	6.40	5.00	No half year 0607 figure.	The service charge arrears accounts have been reconciled and cleaned. A new method of calculation of this PI now means it includes all outstanding arrears and not just those occurring within the year. This year is a baseline year to which improvement targets will be met	0.5
LPI HO9 % of service charges collected	92.30	85.00	85.63	85.63	▲	96.50	96.50	No half year 0607 figure.	both the receiveable and collected figures for this PI have been annualised (including pro-rating of b/f arrears), to produce a figure comparable with previous quarters and against the target. DGS 12/10/2007	0.2

	Year End 06/07	Actual Q1 0708	Actual Q2 0708	Half Year Half Year	Performance Half Year	Target Half Year	Target Annual 0708	Compared to 0607 half year figure	Q2 Commentary	Tolerance
LPI HO10 No. of affordable housing units provided during the year	518.00	10.00	5.00	15.00	▲	66.00	100.00	✖	The profile of the programme for this year is such that most properties will be completed within the next two quarters, although it is unlikely that 100 will be achieved.	10
LPI HO11 % of affordable housing units suitable for disabled people	4.39	0.00	40.00	13.33	★	5.00	5.00	✔		0
Private sector vacant dwellings returned to occupation or demolished	62.00	12.00	2.00	14.00	▲	23.00	30.00	✔	The profile of this years expected completions shows a higher number in Quarters 3 & 4.	10

**Leisure and Museums**

	Year End 06/07	Actual Q1 0708	Actual Q2 0708	Half Year Half Year	Performance Half Year	Target Half Year	Target Annual 0708	Compared to 0607 half year figure	Q2 Commentary	Tolerance
BV170a Visits to / usage of museums per 1000 population	2370.77	497.76	717.48	1215.24	★	700.00	350.00	✔		10
BV170b No. visits to museums in person per 1000 population	2041.39	363.61	457.18	820.80	★	200.00	100.00	✘		5
BV170c No. pupils visiting museums & galleries in organised school groups	15617.00	3595.00	1622.00	5217.00	★	3500	1750	✘		5

Contracts and Direct Services

	Year End 0607	Actual Q1 0708	Actual Q2 0708	Half Year	Performance Half Year	Target Half Year	Target Annual 0708	Compared to 0607 half year figure	Q2 Commentary	Tolerance
LPI CD2 % essential small reactive works completed within 10 working days	95.35	95.00	89.19	92.63		95.00	95.00	No half year 0607 figure.		10
LPI CD4 % of 12 working day grass cutting route completed	88.50	86.00	81.00	83.50		100.00	100.00	No half year 0607 figure.	Mildest winter on record followed by the wettest summer meant that even with an early start to grasscutting it was impossible to catch up	10
LPI CD5 % of programmed cyclical work completed within quarter	93.88	89.00	87.96	88.19		98.00	98.00	No half year 0607 figure.	Additional work caused by grasscutting (see LPI CD4) has had a negative impact	10
LPI CD9 % tenants satisfied with organisation of housing programme works	96.00	98.00	97.00	97.00		99.00	99.00			10
LPI CD10 % of tenants provided with the min of 2 wks notice of planned maintenance on their homes	98.00	98.00	97.00	97.00		100.00	100.00			10

**Admin and Bereavement**

	Year End 06/07	Actual Q1 0708	Actual Q2 0708	Half Year Half Year	Performance Half Year	Target Half Year	Target Annual 0708	Compared with 06/07 half year figure	Q2 Commentary	Tolerance
LPI AB1 Customer satisfaction with direct contact with Bereavement Services	n/a	95.00	95.31	95.31	★	85.00	85.00	No half year 0607 figure.	New indicator for 2007/08	10
LPI AB2 Customer satisfaction with written information from Bereavement Services	n/a	95.00	94.64	94.64	★	80.00	80.00	No half year 0607 figure.	New indicator for 2007/08	10
LPI AB3 Customer satisfaction with Bereavement Services Website	n/a	100.00	100.00	100.00	★	80.00	80.00	No half year 0607 figure.	New indicator for 2007/08	10
LPI AB4 No. of records backfilled	n/a	2432.00	1879.00	4311.00	★	2500	5000	No half year 0607 figure.	New indicator for 2007/08	10
LPI AB5 No. of memorials inspected	n/a	467.00	1536.00	2003.00	★	1950	3000	No half year 0607 figure.	New indicator for 2007/08	10



## EXETER CITY COUNCIL

### SCRUTINY COMMITTEE - COMMUNITY 6 NOVEMBER 2007

#### EXECUTIVE 20 NOVEMBER 2007

#### LICENSING ACT 2003 STATEMENT OF LICENSING POLICY – RESULTS OF CONSULTATION

#### 1. PURPOSE OF REPORT

- 1.1 This report informs Members of the comments received as a result of the consultation exercise in respect of the Draft Licensing Policy.

#### 2. BACKGROUND

- 2.1 The Council is required to prepare and publish a Statement of Licensing Policy every three years. The policy must be published before the Council carries out any function in respect of individual applications made under the terms of the Licensing Act 2003.
- 2.2 From its introduction in January 2005 the policy has been kept under review. Although the licensing authority may make such revisions to it, as it considers appropriate, the policy has been demonstrated to be robust and only minor alterations are therefore proposed.
- 2.3 The persons to be consulted are listed in the 2003 Act. These are:
- (a) the Chief Officer of Police for the area;
  - (b) the fire authority for the area;
  - (c) persons/bodies representatives of local holders of premises licences;
  - (d) persons/bodies representatives of local holders of club registration certificates;
  - (e) persons/bodies representatives of local holders of personal licences; and
  - (f) persons/bodies representatives of local business and residents in the area.
- 2.4 The views of these persons/bodies have been sought, with a deadline of 12 October 2007, and should be given appropriate weight by Members when the policy is determined.

#### 3. RESULTS OF CONSULTATION

- 3.1 A summary of representations received and the Council's responses are given in the attached Appendix. Full copies of the representations are available for inspection with the Senior Licensing Officer.

#### 4. PROPOSAL

4.1 The proposed amended policy, taking into account the representations received by 12 October 2007, is available in the Members' Room and on the website. The changes from the current policy are shown in bold. The main changes are:

- Strengthening of the policy in respect of equality and diversity issues;
- Updating of pertinent legislation to reflect the introduction of new legislation post January 2005;
- Updating of relevant strategies;
- Updating to reflect changes in statutory bodies and partnerships;
- Strengthening the content of the policy in relation to displays of nudity or of a sexual nature.

## **5. RECOMMENDED**

That Scrutiny Committee – Community supports and Executive and full Council approves the revised Licensing Policy, to take effect from 7 January 2008.

### ***HEAD OF ENVIRONMENTAL HEALTH SERVICES***

S:PA/LP/ Committee/1107SCC1  
18.10.07

#### **COMMUNITY & ENVIRONMENT DIRECTORATE**

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

Response to draft Licensing Policy

## SCHEDULE OF RESPONSES TO DRAFT LICENSING POLICY

REF	RESPONDENT	COMMENTS	APPRAISAL	RESPONSE
01	Mr Robin Quant of the Wonford Community and Learning Centre	The view of the Board is that with the exception of the two proposed changes there is little need for further change and the Board supports the continued use of the extant Policy as amended.	<ol style="list-style-type: none"> <li>1) To include the changes to door supervision in the Policy.</li> <li>2) To amend the Policy guidance to include reference to clearer advertising when adult entertainment is proposed at premises.</li> </ol>	<p>Policy change to include change to door supervision requirements</p> <p>Policy change to include reference to clearer advertising when adult entertainment is proposed</p>
02	Cllr Paul Smith	Devon Fire and Rescue service has merged with Somerset. Pubwatch appears to be similar to City Centre anti crime scheme	<ol style="list-style-type: none"> <li>1) Change name of the responsible Authority to Devon and Somerset Fire and Rescue Service</li> <li>2) The schemes are similar but the Pubwatch scheme is applied across the City not just in the Centre</li> </ol>	<p>Agreed, change the name of the Responsible Authority.</p> <p>Leave the references to Pubwatch where appropriate</p>
03	Mr Michael Miller (Community safety strategy)	Has suggested a few amendments, some cosmetic, others where things have changed. There are several references to "dcms" but also to "DCMS". Not sure if that	<ol style="list-style-type: none"> <li>1) Cosmetic changes to tidy things up</li> <li>2) Remove reference to Crime and Disorder reduction Strategy, as this is the same as the</li> </ol>	<p>Details identified and amended as appropriate</p> <p>Agreed references removed</p>

			might cause any confusion.	Community Safety Strategy. 3) Reference to Devon Fire Safety should now include Somerset. 4) Remove reference to Alcohol task group, as this is part of the Community safety group. 5) Grammatical error in paragraph 15.1 6) Grammatical error in 16.2 7) Amended objectives for Community Safety strategy for 2005 – 2008 plus grammatical error in “key aspects” section.	Agreed, change the name of the Responsible Authority.  Agreed, references removed.  Error corrected Error corrected  Amended objectives accepted and Policy amended accordingly
04	Mr Bill Price Community and Environment Administration			Suggestion to include reference to Sex and Race Discrimination Legislation at 2.5	Race and sex Discrimination are Employment matters and not direct licensing considerations. Suggestion not accepted. (See point 2 below from Head Of Environmental Health Services)
05	Head Of Environmental Health Services		1) The policy should be more robust with regard to	Although moral issues are not part of the licensing	Accepted as submitted

		<p>nudity and striptease.</p> <p>2)The policy should be more robust with regard to Equality and Diversity issues</p>	<p>role, ensuring the protection of children in this context is a valid proposal and could be accommodated.</p> <p>Similar proposal to that above and in this context is valid.</p>	<p>Accepted as submitted</p>
06	St David's Neighbourhood Partnership	<p>1) Trouble from premises affecting premises on the walk through should be taken into consideration in the Policy</p> <p>2) More weight should be given by the licensing Authority to issues arising from and relating to the</p>	<p>Areas outside licensed premises are not the responsibility of the Licence holder. This is covered by the duties on Police and would be a duplication of a statutory function, which is not permitted. If the Police had issues with an application they could raise representations.</p> <p>The Licensing Authority can only engage in any issues of nuisance and disorder if relevant</p>	<p>Request not accepted</p> <p>Request not accepted</p>

07	Assoc. of Multiple retailers	<p>likely levels of nuisance and disturbance.</p> <p>3) The strategies that the Licensing Authority will have regard to at paragraph 2.5 should be broadened to include planning for the future and used to reduce the levels of alcohol related anti-social behaviour and crime</p>	<p>representations are made and then any imposed conditions must be proportionate to the nuisance witnessed and evidenced.</p> <p>This is broadly similar to the request to take on board the Community safety strategy at 03 above and already encompasses the Local Plan although this proposal would be better addressed as part of a “Cumulative Impact” proposal from a responsible Authority if the evidence were available to support it.</p>	<p>The part of the proposal that refers to the Community safety strategy (Formerly the Crime and Disorder reduction strategy) is accepted. The element that relates to reducing the potential for disorder cannot be accepted, as it is not from a Responsible Authority.</p>
		<p>1) Feels the policy should state that the licensing objectives are the only matters to be taken into account when setting conditions on a licence.</p>	<p>The statutory requirements state that conditions can only be set to promote the licensing objectives. The suggestion is that the Policy at 2.2 shifts the burden and indicates the Licensing Authority will intervene and only issue a licence when it is satisfied</p>	<p>Comments on 2.2 accepted.</p>

		<p>2.) Feels the Policy should state that the Licensing Authority couldn't impose conditions unless relevant representations are received and their discretion engaged. Further any condition attached must be related to the Licensing objectives and proportionate.</p> <p>3) The references to conditions at 17.1 and 18.1 appear to be ultra vires. Applicants cannot be required to demonstrate measures to prevent Public nuisance or impose capacity limits unless relevant representations on those objectives are made.</p>	<p>even if there have been no representations.</p> <p>The Policy state at 4.4 that the Licensing Authority will avoid imposing disproportionate conditions. It goes on to state at 4.6 that the Licensing Authority may if its discretion is engaged impose conditions.</p> <p>These are similar points to that at 07/1 above</p>	<p>Comments on unnecessary conditions already addressed.</p> <p>Comments regarding to conditions only relating to Licensing objectives already addressed.</p> <p>Comments on 17.1 and 18.1 accepted</p>
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## EXETER CITY COUNCIL

### SCRUTINY COMMITTEE - COMMUNITY 6 NOVEMBER 2007

#### EXECUTIVE 20 NOVEMBER 2007

#### NEW SWIMMING POOL AT CLIFTON HILL

#### 1. PURPOSE OF REPORT

- 1.1 This report outlines the results of the feasibility study into the suitability of Clifton Hill as a site for a new pool to replace Pyramids, and seeks approval for development funding of up to £85,000 to obtain a RIBA Stage C design for a 25 metre 8 lane pool.

#### 2. BACKGROUND

- 2.1 Officers have been working on plans to replace the existing 6 lane 25 metre pool at Pyramids, which is coming to the end of its life.
- 2.2 Executive on 24 January 2006 agreed that Clifton Hill was the best available site for the pool replacement and approved the commissioning of a feasibility study to ascertain whether the site would be suitable. The study has concluded that as long as any development does not impinge significantly on the former quarried area that was used as a tip, the site is viable for a pool (see attached Plan A). There are a few outstanding expenses and the final cost of the feasibility study is expected to be approximately £42,760 from within a budget of up to £70,000 for the Leisure Facilities Review.
- 2.3 The site to be developed has one other occupant: Exeter Small Bore Rifle Club occupies a building which is shown on the current proposal plan as being removed in order to accommodate car parking for the pool. However, the building could be retained at the expense of 22-25 car parking spaces and further consideration should be given to this. The proposals also involve the removal of 2 squash courts (one of which is currently out of use) at Clifton Hill Sports Centre. If it is decided that the proposals are to go ahead there will need to be further consultation on these issues.
- 2.4 At the beginning of this process, we reminded Members that the general condition of the Pyramids and its major equipment is gradually deteriorating. Some of the key plant at Pyramids is now in rather poor condition and the most recent survey has suggested that the boilers may need to be replaced within a matter of months at a cost of approximately £50,000. This is now being planned such that if and when the pool is decommissioned the boilers will be able to be used elsewhere. There is a risk that other vital plant could fail before a new pool is built. Should this occur then a decision will have to be taken on whether to incur significant expenditure to keep Pyramids open for a relatively short time.
- 2.5 Coincidentally the basement at Pyramids is also occupied by a shooting club (The Fonthill Rifle Club), which will be displaced if the site is redeveloped and this will need to be addressed.

### 3. PROPOSALS

- 3.1 The feasibility study looked essentially at three options for a new pool for the city: a 50 metre pool, an 8 lane 25 metre pool and a 6 lane 25 metre pool. Each option was to include provision for a learner pool.
- 3.2 It is proposed that the 50 metre option not be pursued. We have concluded that there is insufficient space to fit it onto the site, even if it extended into the contaminated area. The costs of providing and running a 50 metre pool are much greater than for a 25 metre pool, and the cost of removing contaminated land fill is very high. The 50 metre option was therefore discarded by officers at the end of Stage 1 of the feasibility study, in order to save expenditure on working up, evaluating and pricing options that were effectively non-starters. It should also be remembered that a 50 metre pool needs substantially more ancillary room if it is going to fulfil national and regional competition needs.
- 3.3 Either of the two 25m options would fit on the site. An 8 lane pool will provide significantly more flexibility than a 6 lane pool. For example, swimming lessons could take place in 2 lanes leaving 6 for general swimming. An 8 lane 25 metre pool will also be able to host national events.
- 3.4 If the (preferably 20 metre) ancillary / learner pool has a moveable floor, it will have much more flexibility of use, including:
- swimming lessons
  - junior water polo
  - warm up/cool down at major events or additional seating area for competitors if required
  - water aerobics
  - sub aqua
  - canoe training
  - competitive swimming for juniors
- 3.5 Copies of the outline layouts for 6 and 8 lane 25 metre pools will be available at the committee meeting. The initial guide prices are approximately £6.7m for the 6 lane pool and £6.9m for the 8 lane pool, including fees. These prices assume a 20×9 metre ancillary pool and include for significant improvement works to the existing sports centre, but do not include moveable floors combinations which range from £168,000 (for half of a 6 lane pool), through £174,000 / £204,000 (all of the learner pool) to £438,000 for all of both pools.
- 3.6 The Council will need to spend more development time with clubs on the next level of detail, such as the precise sizes, depths, types and extent of moveable floor and other factors to determine what is most important. At this stage it seems likely that a 20m wide, 8 lane (2.5 metres width), 2.5m deep main pool would satisfy all of the main users' aspirations, especially if part of it has a moving floor. However, the costings and the fitting of the pool within the uncontaminated land are based on a 16 metre wide pool (2 metres per lane) so it may not be possible to achieve everything.
- 3.7 If Members are content with these findings, the next stage is to commission a design team (architects, structural and services engineers, a quantity surveyor, and a project

manager) to begin work on the project proper. We would recommend that the team should be appointed for the full project, with a break clause at RIBA Stages C and E, to give the Council opportunities to reflect on the emerging cost situation and approve, amend or abandon the project. Further formal reports would be submitted upon completion of these stages.

#### **4. RESOURCE IMPLICATIONS**

- 4.1 The Council is expected to have used all of its available capital resources during 2008/09 in order to fund its existing capital programme commitments. This means that it will have to use unsupported borrowing as a means of funding the proposed new swimming facility. The use of borrowing as a means of funding will however have an ongoing impact upon the Council's revenue budget. The current revenue cost of borrowing, consisting of interest and loan repayments, is about £85,000 for each £1 million that is borrowed. As an example, a new swimming facility costing £7 million will incur additional annual revenue borrowing costs of about £600,000. The prudential capital framework enables the Council to borrow within self-imposed limits largely based on affordability. Therefore before a final decision can be made regarding the proposed new swimming facility the Council will need to demonstrate that it is affordable within the constraints of its medium term financial plan and other revenue and capital commitments.
- 4.2 Officers are currently in the process of finding a leisure management contractor to manage all of the Council's leisure facilities from 2010, when the present contracts end. One option which will be investigated is to include the design and building of the pool within the leisure management contract. This can have advantages in terms of the transfer of risk in building and operation, but at a cost. The expertise of a specialist contractor could be useful, whether the pool is funded by the Council or the contractor, and further assessment is needed into what part that contractor should play in the procurement of the new pool.
- 4.3 The cost of proceeding to RIBA Stage C is estimated at approximately £100,000. It is proposed that the design team be appointed for the full project however. This would mean using the full European competitive procurement process.
- 4.4 There is approximately £27,000 remaining in the feasibility study budget. It is suggested that an additional sum of up to £85,000 be allocated for the work needed to reach RIBA Stage C, to create a development budget of up to £112,000.

#### **5. RECOMMENDED that the Council**

- a) confirms its intentions to build a new 8 lane 25 metre swimming pool at Clifton Hill to replace Pyramids subject to it being affordable within the framework of the Council's current medium term financial plans
- b) proceeds to the appointment of a design team
- c) allocates funding for the procurement of architectural services to design a 25 metre 8 lane pool to RIBA Stage C level of detail

## HEAD OF LEISURE AND MUSEUMS

S:LP/Committee/1107SCC2  
18 October 2007

COMMUNITY AND ENVIRONMENT DIRECTORATE

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

- Feasibility Study undertaken by Clarke Bond and partners

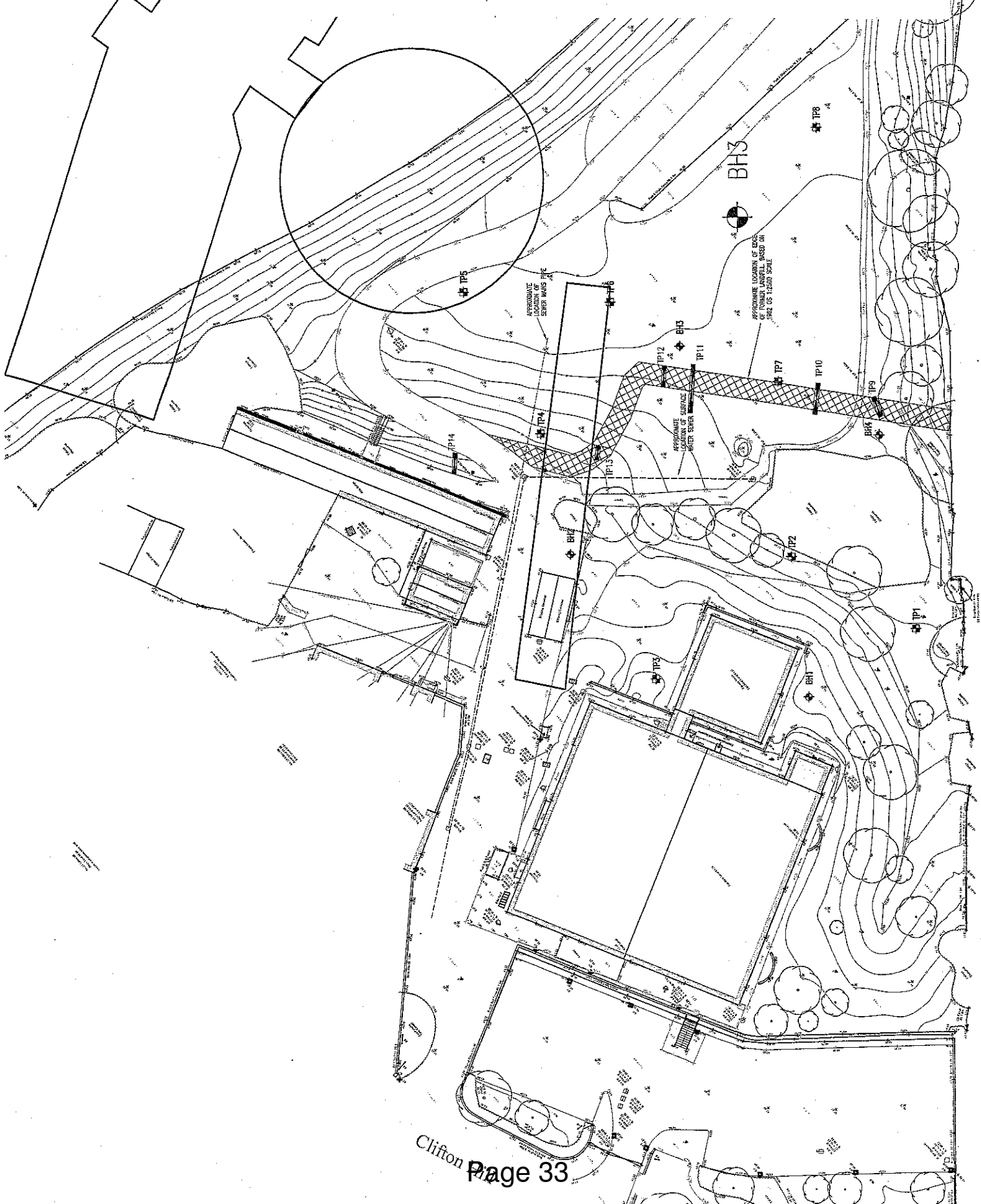
CONTRACTOR TO CHECK ALL DIMENSIONS AND REPORT ALL ERRORS AND OMISSIONS TO THE ENGINEER

KEY

- EXISTING BOREHOLE LOCATION
- EXISTING TRENCH LOCATION
- TRENCH PIT LOCATION

Plan A

NB: The land beyond the hatched area (ie away from the Sports Centre) is landfill



REVISION	DATE	BY	CHKD BY

DO NOT SCALE THIS DRAWING

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EXETER CITY COUNCIL

CLIFTON HILL SPORTS CENTRE

FIGURE 4  
EXPLORATORY HOLE LOCATION PLAN

PRELIMINARY  
NOT TO BE USED FOR CONSTRUCTION

EE00643 FIG 4

DATE: 10/07/2011

SCALE: A1

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## EXETER CITY COUNCIL

### SCRUTINY COMMITTEE - COMMUNITY 6 NOVEMBER 2007

#### EXECUTIVE 20 NOVEMBER 2007

#### PROPOSAL TO PURCHASE GLENCOE, ALPHINGTON STREET, EXETER

#### 1. PURPOSE OF THE REPORT

- 1.1 To obtain approval for the purchase of Glencoe, Alphington Street Exeter for use as emergency accommodation for homeless families.

#### 2. BACKGROUND

- 2.1 The Council has a range of good quality self-contained properties that it uses as temporary accommodation for households accepted as homeless and awaiting allocation to permanent housing. These properties include using Council properties as temporary accommodation, specialist homeless accommodation such as Shaul's Court where the Council has agreed a long lease for the use of the building and almost 100 private sector properties leased from their owners for our exclusive use. There is also a range of supported accommodation provided by local housing associations and outside agencies.
- 2.2 The Council also needs emergency accommodation for those households who become homeless and require housing while their case is investigated. To assist with this the Council currently contracts 24 units of accommodation from a number of providers who also undertake a range of housing support services to the households in their accommodation. This support includes assistance in maintaining their tenancy, claiming housing benefit and budgeting skills. Support at this level will help to ensure the households are more successful in any future tenancy they secure. The support provided forms part of the Council's Supporting People contract to provide supported emergency accommodation for homeless households across the City.
- 2.3 Households in this type of bed and breakfast accommodation can only remain there for six weeks even though they may need ongoing support. This six-week rule does not apply to council owned accommodation of this type which is classed as hostel accommodation.
- 2.4 Glencoe is a five-bedroom property situated in Alphington Street. Since 2004 the Council has used the property as emergency accommodation for homeless families. Each family receives 'housing support' under the terms of our Supporting People contract. The property is inspected each year by the Council's Environmental Health Unit and is licensed as a house in multiple occupation (HMO).
- 2.5 The owners of Glencoe have decided to sell the property and terminate their contract with the Council. The loss of these four units will limit the amount of accommodation available to the housing advice service and seriously impact upon the cost of providing emergency accommodation.

- 2.6 Because of the need to have a supply of family sized emergency accommodation officers believe the Council would need to procure another four units of supported accommodation elsewhere in the City to replace the sale of Glencoe.

### **3. OPTIONS APPRAISAL**

- 3.1 When considering how to replace these four units a number of options have been considered. These include:

#### **Purchase of Another Property with a Housing Association**

- 3.2 This option would require the Council to provide capital funding towards the purchasing costs of the building. It would also be difficult to find, purchase and convert a suitable property within the timescales required. There would also be further complications of applying for planning permission and meeting environmental health standards. Finally, it is likely that this option would require additional ongoing revenue funding, as the rental income would be restricted to housing benefit levels and the housing association would charge a management fee.

#### **Council Leases a Property from the Private Sector**

- 3.3 Whilst this option would reduce the capital outlay required to purchase a property, units of accommodation managed by private individuals fall within the bed and breakfast regulations and any income would be subject to the housing benefit subsidy regulations. Therefore the accommodation would operate at a loss and require ongoing revenue funding from the general fund to make it sustainable. It is unlikely that a suitable property could be found within the required timescale, and there would be the further complication of obtaining planning permission and ensuring the property met the required standards.

#### **Purchase of Glencoe by the Council**

- 3.4 This option provides the Council with an opportunity to purchase an existing property that meets the criteria required for this client group. The current owners have maintained the property to a very high standard. This has been confirmed by a property condition report of the building undertaken by the Council's Contract Services which states there are very few ongoing maintenance issues that would need to be addressed in future. This option also has a range of distinct advantages as outlined below.

### **4 ADVANTAGES**

- 4.1 If the Council purchased the property its classification would change to 'local authority hostel'. Therefore it would no longer be subject to the six-week rule and homeless households could remain in the property as long as they required support.
- 4.2 Purchase of the property by the Council would save money. Under the current funding arrangements, the amount paid to the owners for use of the property exceeds the amount of revenue generated by housing benefit. The cost of the accommodation is currently subsidised by £20,973 per year from the general fund. If the Council



purchased the property housing benefit subsidy levels would no longer apply and the project could be fully self-financing.

- 4.3 Another advantage of this option is the potential to create an additional family unit by converting the owners' existing accommodation situated on the ground floor of the building. The Council currently only has four units of emergency accommodation in the City that can accommodate two adults and two children. The cost of spot purchasing bed and breakfast accommodation for a large family of this size can be as much as £500 per week.
- 4.4 In order to increase the occupancy of the building, additional kitchen facilities will need to be provided to meet environmental health regulations. The cost of this work has been estimated at £20,000. Planning permission will be needed to change the use of the building to a hostel. The owners have applied for this.

## **5. PROVISION OF SUPPORT AND MANAGEMENT OF THE PROJECT**

- 5.1 As the current owners will no longer be providing support to the households accommodated in Glencoe, the Council will be required to sub-contract part of its Supporting People contract to another support provider. Carr Gomm, an approved support provider who successfully tendered for the Devon wide floating support contract, have indicated that they are willing to provide this service subject to approval by the Supporting People Team. Carr Gomm have two support workers based at the Civic Centre and it is proposed one of those workers would support the households in Glencoe. Carr Gomm also offer 24-hour telephone support to clients.
- 5.2 Day to day management of the property will be the responsibility of the Council's temporary accommodation team. This team will organise routine repairs and deal with tenancy issues and property management. It is estimated this additional management responsibility would require approximately 20 hours of staff time per week. This is likely to be achieved through a part time staff member with additional support, particularly out of hours, from existing contractors who work with us at Shaul's Court. These costs are included within the budget as outlined in Appendix I.

## **6 PROPOSAL**

- 6.1 It is proposed that the Council purchases Glencoe and continue to use it as supported accommodation for homeless people. It is also proposed that the Council convert the existing owners' accommodation to provide an additional unit of accommodation and that the Council enter into discussions with the Supporting People Team to change the housing support provider from the existing owners to Gar Comm.
- 6.2 The agreement to purchase Glencoe should be conditional on the owners obtaining the necessary planning permission to use the property as a hostel.

## **7. FINANCIAL IMPLICATIONS**

- 7.1 The revenue budget for the scheme is contained in Appendix I to this report. This shows that the weekly cost per unit is £296. The rent charged will cover this cost and result in revenue cost being neutral.

7.2 The Council will enter into negotiations with the current owners and it is hoped agreement can be reached on a suitable figure. The capital finance for this purchase will be funded from within the Affordable Housing Capital Programme.

## **8. RECOMMENDED**

that Executive authorises the Head of Estates, in consultation with the Director Community & Environment and Portfolio Holder for Housing & Social Inclusion, to purchase Glencoe subject to the following conditions:

- i) The cost of the purchase price and any capital works required to be within the budget in the Appendix to this report;
- ii) Planning permission being granted to use the property as a hostel;

## HEAD OF HOUSING SERVICES

S:PA/LP/ Committee/1107SCC4 v3  
18.10.07

### COMMUNITY & ENVIRONMENT DIRECTORATE

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

None

## EXETER CITY COUNCIL

### SCRUTINY COMMITTEE – COMMUNITY 6 NOVEMBER 2007

#### EXECUTIVE 20 NOVEMBER 2007

### REVIEW OF DISABLED ADAPTATIONS POLICY AND PROCEDURE (COUNCIL PROPERTIES)

#### 1. PURPOSE OF REPORT

- 1.1 To seek Members' approval for the revised Disabled Adaptations Policy and Procedure following a comprehensive review.

#### 2. BACKGROUND

- 2.1 Exeter City Council currently spends in excess of £400,000 per annum installing a range of disabled adaptations for tenants who require them. These include everything from providing grab rails and lever taps to installing walk-in showers, stair lifts and access ramps.
- 2.2 Timescales for such adaptations vary depending on the complexity of work required and the budget available. Therefore whilst minor adaptations may take a few weeks or months to install, some applicants have experienced waits of over 12 months for major adaptations such as walk-in showers. Therefore, a review of the service was undertaken to introduce new policies and procedures to enable more effective assessment of the tenants' needs and to speed up the time taken from referral to completion of the work. A copy of the new policy and procedure is available on the intranet with a hard copy in the Members' Room.

#### 3. POLICY AMENDMENTS

- 3.1 The policy and procedure document sets out new timescales and standards for the service that can be monitored using the Council's housing management computer system. It also makes changes to the way minor and major works are undertaken. These changes include:
- Publishing a list of 'minor' adaptations that will be dealt with immediately upon referral and completed within 20 working days
  - In partnership with Devon County Council's Adult and Community Services Department, introducing new referral mechanisms to ensure an accurate assessments of an individual's needs are made and priority given for installation.
  - Setting a service standard for completion of major adaptation work within 12 weeks of receiving the formal referral from the occupational therapist.
  - Introducing a range of standard letters to keep tenants informed of progress

- Distributing a new satisfaction survey questionnaire to assess how the tenant viewed the process, their experience of the contractor while the work was undertaken and testing the impact of the adaptation on their lives.

3.2 Many of these new targets and standards will be a challenge to meet, in particular completing major adaptation work within a 12-week period. However, such timescales are being achieved by other landlords and is therefore a standard we wish to achieve. Speeding up our response times will have a great benefit to many tenants and support them in remaining safely in their homes. Regular monitoring of cases will be undertaken and performance information published quarterly in the Housing Performance Digest.

3.3 The policy also seeks to use the Council's transfer policy to help move disabled tenants into more suitable properties through the Home Choice scheme as another option in meeting their needs. This approach not only helps to ensure we use existing adapted housing more effectively but also allows available resources to be targeted more efficiently. To assist this process the joint funded occupational therapist based within the Housing Services Unit has established a separate housing register of disabled applicants (including existing tenants) that accurately assesses their needs and can match them to suitable properties that become available.

#### **4 RECOMMENDED**

- 1) that Scrutiny Committee – Community supports and Executive agrees to adopt the Disabled Adaptations Policy and Procedure document
- 2) that performance information relating to this new policy is included within the Housing Unit's Performance Digest.

HEAD OF HOUSING SERVICES

S:LP/Committee/1107SCC8  
18.10.07

COMMUNITY AND ENVIRONMENT DIRECTORATE

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

**Background papers used in compiling the report: -**

None

## EXETER CITY COUNCIL

### SCRUTINY COMMITTEE

6 NOVEMBER 2007

#### EXECUTIVE

20 NOVEMBER 2007

### TEMPORARY ACCOMMODATION MANAGER POST (CE06216)

#### 1. PURPOSE OF REPORT

- 1.1 To seek Members' approval to make the post of Temporary Accommodation Manager (CE06216) within the Housing Services Unit permanent.

#### 2. BACKGROUND TO THE POST

- 2.1 The Council manages a number of properties that are used as temporary accommodation for homeless households. Currently there are 115 private sector leased properties, 24 bed-spaces funded by Supporting People in serviced temporary accommodation, 26 within Exeter City Council's own stock and 31 units at Shauls Court making a total of 196 units.
- 2.2 Many of the clients in temporary accommodation have complex support needs and require intensive housing management in order to ensure they maintain their temporary accommodation and can move successfully on to permanent accommodation. Temporary accommodation is complex to manage, particularly with regard to repairs and maintenance issues. Unlike the Council's own stock, each property is unique and, depending on the lease arrangements with the landlords, some repairs are the responsibility of the landlord whereas others are the Council's responsibility.
- 2.3 Until August of 2005, a team of two Temporary Accommodation Officers (CE06199 and CE06208) and a Rent Arrears Officer (CE06179) managed these properties. However, it was identified in August 2005 that this staffing structure was insufficient to manage the properties effectively, and support the homeless households accommodated within them.
- 2.4 Following the completion of Shaul's Court, a building containing 31 units leased from the landlord to house homeless households, and an Internal Audit report on the management of temporary accommodation, a review was undertaken of the roles and responsibilities of staff in the temporary accommodation service. It was agreed that there was not enough management capacity within the service to ensure the recommendations of the audit report were implemented effectively. There was also a need to ensure that the services provided to both the client and landlords met their needs and was of a higher quality. It was therefore decided in August 2005 to create the post of Temporary Accommodation Manager. The aims of this post were to:
- Ensure value for money for the Council in the management of temporary accommodation in particular regarding repairs and maintenance, void control and hand back of properties

- Ensure that the supply of temporary accommodation met the needs of the clients with regard to house type, size and location
- Develop policies and procedures for the service, including the new unit at Shauls Court, and ensure staff were operating in accordance with them
- Develop a multi-agency approach to managing homeless households in temporary accommodation in order to ensure clients were given appropriate support to enable them to sustain their properties and successful move into permanent accommodation
- Monitor performance of the service overall and liaise with external contractors regarding issues of performance, contract management and compliance with supporting people arrangements
- Provide management support and guidance for staff

2.5 The post was initially appointed on a temporary basis under delegated powers because it was funded from the annual government homelessness grant. The successful applicant was appointed on 12 September 2005 on a temporary contract for a period of one year ending on 8 September 2006. Following a review of the effectiveness of this post, and the continued Government funding it was agreed under delegated powers to extend the contract for a further 12 months until 8 September 2007. At that time the post was further extended to allow for this report to be submitted for consideration.

### **3. CURRENT PROGRESS**

3.1 The post has increased the management capacity within the team, as intended, enabling the service to manage temporary accommodation more effectively and efficiently. Since the post was created the following work has been completed or is on-going:

- A continuous audit of all households in temporary accommodation, including regular individual visits to all clients, in order to ensure the property is being maintained and their support needs are being met. Where appropriate referrals have been made to floating support providers.
- A review of the repairs and maintenance arrangements for our private sector leased properties. The existing repairs and maintenance contract is currently being reviewed and will be re-tendering in the near future. This will be followed by a contract implementation timetable and close monitoring of the new arrangements thereafter.
- Opening of Shauls Court in December 2005 and the continued intensive and effective management of the scheme.
- Development of policies and procedures for the temporary accommodation service, including the production of a customer information leaflets, temporary accommodation handbook and arrears procedures.
- More effective management of anti-social behaviour issues resulting in a number of tenants being evicted from their accommodation

- 3.2 Since this post has been established there has been a reduction in the time temporary accommodation remains empty before being reoccupied (from an average of almost 20 days in August 2005 to an average of 10 days in the first quarter of 2007/08), greater control over expenditure on repairs and maintenance of properties, improved relations with external contractors and landlords and improved tenancy management and sustainment for the homeless households accommodated in temporary accommodation.
- 3.3 In addition to supervising the staff in the temporary accommodation team, the Temporary Accommodation Manager's post is responsible for delivery of the Council's temporary accommodation reduction plan and will be responsible for overseeing the management of the Council's first local authority hostel at Glencoe (subject to committee approval). This will be a significant piece of work requiring new procedures to be introduced and a robust management regime installed.
- 3.4 The work undertaken by the postholder has resulted in significant efficiency savings to the Council. For example, the reduction in average void times highlighted in paragraph 3.2 above has saved an average of £21000 per annum (based on current average void rates). There has also been a reduction in the average value of handing back a private sector leased property to its owner through better negotiation and understanding of the lease. Arrears levels for current and former tenant placed in temporary accommodation has fallen by over £48,000.

#### **4. PROPOSAL**

- 4.1 Whilst the amount of temporary accommodation is set to decrease over the next three years to meet the government targets, this will result in more private sector leased properties being handed back to landlords. This process will need to be effectively managed in order to minimise the Council's expenditure under the terms of the leases for each property.
- 4.2 At the same time the Council is seeking to expand its Extra-let service as an alternative to private sector leasing. This service is effectively an arms-length management agency that specialises in managing private sector properties where the landlord agrees to the Council having exclusive use of their accommodation for clients who are potentially homeless. Clients housed through the service are not classed as living in temporary accommodation and therefore help the Council meet its temporary accommodation reduction targets. The Extra-lets service has grown rapidly over the past 12 months and is currently managed by just one Housing Enabling Officer. However, as the number of properties in management increases, the temporary accommodation team will undertake the day-to-day management responsibilities for these properties to ensure tenancy agreements are adhered to and clients are effectively supported. The scheme will also have a positive impact on the numbers of households accepted as homeless and help to prevent expenditure within the emergency accommodation budget.
- 4.3 It is also essential that the temporary accommodation team continue to have a strong and effective management structure to support them in the intensive work they undertake. Strong management of private sector properties is also essential to maintain the trust of the landlords we work with.

4.2 Given the continuing need for a properly managed and effective service in this area it is proposed that the post of Temporary Accommodation Manager be made permanent from 8 September 2007.

## **5. FINANCIAL IMPLICATIONS**

5.1 The salary of this post is set at Grade 8 (£23,175 to £26,928 pay award pending). The post has been funded from within the government's homelessness revenue grant budget, which is set annually. However, the cost of this post can be contained within existing general fund homelessness budgets because of efficiency savings that have now been achieved by the work of the temporary accommodation team. This will allow the government homelessness grant to be used for other important initiatives to help prevent homelessness in Exeter. For example support for Exeter Homelessness Action Group's Smart-Move and Nightstop services and greater use of debt outreach workers.

## **6. RECOMMENDED**

- (1) That Executive approves that the post of Temporary Accommodation Manager (CE06216) is made permanent from the 8 September 2007.

## HEAD OF HOUSING SERVICES

S:LP/Committee/1107SCC10  
18.10.07

COMMUNITY & ENVIRONMENT DIRECTORATE

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

**Background papers used in compiling this report:**

None



## EXETER CITY COUNCIL

### SCRUTINY COMMITTEE - COMMUNITY 6 NOVEMBER 2007

#### HOUSING REVENUE ACCOUNT STEWARDSHIP TO SEPTEMBER 2007

#### 1. PURPOSE OF REPORT

1.1 To advise Members of any major differences by management unit to the outturn forecast for the first six months of the financial year up to 30<sup>th</sup> September 2007.

#### 2. STEWARDSHIP TO 30 SEPTEMBER 2007

2.1 During this period the total of the variances indicate that there will be a net surplus of £83,860, which will be transferred to the working balance at 31<sup>st</sup> March 2008, increasing the working balance to £2,927,028.

2.2 The main variations by management unit are detailed below:

<b>2007-2008 ESTIMATED TRANSFER TO THE WORKING BALANCE</b>	£ <b>0</b>
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#### 5A1 MANAGEMENT

There are additional costs in respect of tenants' removal and legal expenses as a consequence of the downsizing initiative.	96,140
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There is a reduction in the costs that can be offset against the capital receipts pooling as a result of the reduction in Right To Buy sales, and an increase in the allocation of some staffing costs from capital to revenue. This was identified as part of the 2006/07 accounts closing procedures.

#### 5A3 SUNDRY LANDS MAINTENANCE

There has been an increase in the contract rates in respect of assisted garden maintenance as a result of adverse weather conditions in 2007.	12,000
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#### 5A8 RENTS

A reduction in the number of Right To Buy sales in 2006-07 has resulted in an increase in the rent collectable. There is also an estimated increase in the garage rent income.	(135,000)
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#### 5B2 INTEREST

It is estimated that there will be additional investment interest due to an increase in interest rates; this is offset by a reduction in the mortgage interest as a result of additional early redemptions in respect of mortgage debt. (57,000)

**2007-2008 SECOND QUARTER FORECAST INCREASE IN WORKING BALANCE (£83,860)**

**3. ACTION PLAN**

- 3.1 The budgets, for staffing costing in respect of Right To Buy administration and allocations to capital schemes, will be amended to reflect the additional costs in 2008/09.
- 3.2 Tenants' removal and legal expenses will be funded from the additional income from housing rents resulting from the reduction in Right To Buy sales.

**4. RECOMMENDED**

That the Scrutiny Committee – Community note this report.

DIRECTOR CORPORATE SERVICES

DIRECTOR COMMUNITY AND ENVIRONMENT

Originator: Brenda Steer

S:LP/Committee/1107SCC7  
24.10.07

CORPORATE SERVICES DIRECTORATE  
COMMUNITY AND ENVIRONMENT DIRECTORATE

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

None

SCRUTINY COMMITTEE - HOUSING REVENUE ACCOUNT STEWARDSHIP

APRIL 07 TO SEPTEMBER 07

Code	Approved Annual Budget	Current Outturn Forecast	Movement
	£	£	£
5A1	Management	2,818,500	96,140
5A3	Sundry Lands Maintenance	270,910	12,000
5A4	Repairs Fund Contribution	7,986,760	0
5A6	Capital Charges	28,860	0
5A8	Rents	(14,191,110)	(135,000)
5B1	Government Subsidy	3,471,020	0
5B2	Interest	(408,800)	(57,000)
5B4	<b>Variance in Working Balance</b>	<b>0</b>	<b>83,860</b>
	<b>Net Expenditure</b>	<b>(23,860)</b>	<b>0</b>
	<b>Working Balance</b>	<b>2,843,168</b>	<b>2,927,028</b>

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**EXETER CITY COUNCIL**

**SCRUTINY COMMITTEE - COMMUNITY  
6 NOVEMBER 2007**

**COMMUNITY SERVICES STEWARDSHIP TO 30 SEPTEMBER 2007**

**1. PURPOSE OF REPORT**

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

**2. STEWARDSHIP TO 30 SEPTEMBER 2007**

- 2.1 Following changes in the revenue accounting requirements for fixed assets, the Chartered Institute of Public Finance and Accountancy (CIPFA) have specified that 'deferred contributions' must be released to service revenue accounts. Deferred contributions are government grants and external contributions received in respect of fixed assets. In order that this adjustment does not impact on the level of Council Tax, it is required that the value of deferred contributions released to revenue accounts are reversed out when accounting for total service cost.
- 2.2 The current forecast suggests, after adjusting for approved additional expenditure of £32,550, reductions of capital charges of £44,703, deferred AIM expenditure of £58,300, net movements to reserves of £10,517, and revenue contributions to capital of £20,000, that net expenditure for this committee will increase from the revised budget by a total of £75,369, which represents a variation of 0.5% from the revised budget.
- 2.3 The main variations by management unit are detailed below:

	£
<b>2007-2008 REVISED ESTIMATE</b>	14,463,360

<b>1A1 ENVIRONMENTAL PROTECTION</b>	(17,970)
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Expenditure on abandoned cars is expected to be less than the budget. Additional income in respect of litter fines and funding from the Department of Health offset the cost of extending the contracts of the three litter enforcement officers for the whole of the financial year. Recruitment costs have been incurred, partially offset by savings from staff vacancies in the Community Patrollers service. NNDR (National Non-Domestic Rates) for the CCTV Control Room are expected to be less than the budget.

**1A2 CLEANSING SERVICES** (25,020)

Income from the Garden waste service has exceeded the budget. The cost of utilities in Public Conveniences is expected to be less than the budget as a result of energy and water saving improvements made.

Part of the resulting saving will be used to make a revenue contribution to capital in respect of the refurbishment of a public convenience.

Capital charges are £1,183 less than estimated.

**1A3 LICENSING, FOOD, HEALTH & SAFETY** (32,100)

Income from premises licences is expected to be less than the budget; this is offset by savings from staff vacancies.

Income from taxi licensing is expected to exceed the budget, and this will be placed in an earmarked reserve at the end of the year.

Capital charges are £1,124 less than estimated

**1A4 TECHNICAL AND AGENDA 21** 3,580

Recharges to other units will be less than estimated.

Capital charges are £2,893 less than estimated

**1A5 WATERWAYS & COUNTRYSIDE** 28,960

Expenditure on the purchase of a new buoy will mean the budget will be exceeded; a need to cover long-term sickness has resulted in additional staffing costs.

Costs have arisen as a result of the new harbour authority; these costs will be funded from reserves as approved by Executive in June 2003.

Fleet costs are expected to exceed the budget as a result of an accident.

Additional costs will arise for the removal of silt, but these will be mainly offset by contributions from partners.

**Action Plan**

- Savings have been identified elsewhere in the service to cover the cost of the new buoy.

<b>1A6</b>	<b> GROUNDS MAINTENANCE</b>	31,120
	There have been additional costs incurred as a result of the activities of illegal campers.	
	Additional costs are expected to arise as a result of vandalism in play areas.	
	Capital charges are £16,540 less than estimated.	
	<b>Action Plan</b>	
	<ul style="list-style-type: none"> <li>• The cost of dealing with illegal camping escalated in 2006/07 and a review was undertaken of the management of the problem. The new procedures have led to a reduction in cost in 2007/08, but the estimate has proved insufficient. Prior to the setting of the budget for 2008/09, an assessment of the current procedures will be undertaken, and, if necessary, an increased budget will be set.</li> </ul>	
<b>1A7</b>	<b> MUSEUMS SERVICE</b>	(48,290)
	Savings on utility costs are anticipated, while NNDR is expected to exceed the budget. Additional rental income is expected.	
	AIM costs are expected to be £44,200 less than budgeted, and this will be carried forward to 2008/09.	
<b>1A8</b>	<b> CONTRACTED SPORTS FACILITIES</b>	2,210
	Additional costs have arisen in respect of NNDR.	
	Capital charges are £8,035 less than estimated.	
<b>1A9</b>	<b> NON-CONTRACTED SPORTS FACILITIES</b>	36,700
	Rental income in respect of Clifton Hill Golf driving range is expected to exceed the budget.	
	The replacement of the bowls carpet at the ISCA centre has resulted in additional expenditure; however these costs will be funded from an earmarked reserve.	
	Capital charges are £16,540 less than estimated.	

**1B2 CEMETERIES & CREMATORIUM** 7,990

Expenditure on NNDR and burial expenses is expected to exceed the budget.

The operational activities are expected to exceed their budget (see trading account).

**Action Plan**

- An appeal against the increased rateable value is under consideration.
- The burial expenses arise as a result of undertaking a statutory duty and the nature of the service makes it difficult to set an accurate budget. Efforts will be made to recover costs wherever possible, and the budget for 2008/09 will be reviewed if necessary.
- A service review is taking place, which will include the level of charges and operational resources.

**1B3 PROPERTIES** 4,030

Essential repairs at one of the properties have resulted in additional expenditure. This has been approved under delegated powers.

Additional income has been received from Community Associations.

**1B5 COMMUNITY OUTREACH** 360

The Splash Scheme is expected to exceed the budget, however this overspend will be funded from an earmarked reserve.

The revised Leisurecard agreement has resulted in additional income.

**1B6 RECYCLING** (143,860)

Income from the sale of materials and associated recycling credits is expected to exceed the budget due to increased throughput and the current high level of prices available from merchants. Additional expenditure on staff partially offsets this.

Additional expenditure on enforcement has arisen, but this is offset by grant income and the additional income from materials.

Capital charges are £13,489 less than estimated.



**1C2 ADVISORY SERVICES**

174,450

Repair costs in respect of Private Sector Leased properties hand backs are expected to exceed the budget. The budget for Housing Benefits income was over stated in respect of Private Sector Leasing properties, and staffing costs generally are also expected to exceed the budget due to the need to cover long-term sickness.

Savings are anticipated on contracted temporary accommodation costs.

**Action Plan**

- Amend 2008/09 estimate in respect of Housing Benefits income
- Undertake monthly budget monitoring meetings to improve overall control and identify any potential overspend early.
- Take management action to reduce overspend where possible
- Reduce the number of Private Sector Leased property handbacks

**1C3 HOUSING PARTNERSHIP**

(29,120)

Income will exceed the budget due to the recovery of Private Sector Renewal grants; however this additional income will be transferred to an earmarked reserve at year-end.

Other costs in respect of Extralet are anticipated to exceed the budget.

£50,590 will be transferred into an earmarked reserve.

**1C4 PRIVATE SECTOR HOUSING**

(18,640)

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

Improvement grants repaid during the year which are less than £10,000 have been credited to this account as they fall below the de minimis level for capital receipts.

**Action Plan**

The 2008/09 estimate will be amended to reflect these items.

**1C6 CONTRACTS AND DIRECT SERVICES**

0

The costs of this unit are fully recharged to their clients, and there is therefore no direct impact on this Committee. However, the attached trading accounts show a material deficit for the period, and an action plan is therefore appropriate.

**Action Plan**

- A deficit has arisen and the Head of Service, BEST manager and Treasury are urgently investigating this.
- If the deficit cannot be fully reversed within the current financial year, the deficit will be allocated on an equitable basis between the clients who have used BEST’s services during the year.

<b>2007-2008 EXPECTED FINAL OUTTURN</b>	<b>14,437,760</b>
<b>DEFERRED CONTRIBUTIONS</b>	<b>147,750</b>
<b>EXPECTED TRANSFERS TO / FROM RESERVES</b>	<b>10,517</b>
<b>AIM BUDGETS TO BE CARRIED FORWARD</b>	<b>58,300</b>
<b>EXPECTED REVENUE CONTRIBUTIONS TO CAPITAL</b>	<b>20,000</b>
<b>EXPECTED TOTAL NET EXPENDITURE</b>	<b><u>14,674,327</u></b>

**3. RECOMMENDED**

That Scrutiny Committee – Community note this report.

DIRECTOR OF COMMUNITY AND ENVIRONMENT

HEAD OF TREASURY SERVICES

S:LP/Committee/1107SCC6  
25.10.07

**COMMUNITY AND ENVIRONMENT DIRECTORATE  
CORPORATE SERVICES DIRECTORATE**

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

None

SCRUTINY COMMITTEE - COMMUNITY AND ENVIRONMENT  
STEWARDSHIP

APRIL 2007 TO SEPTEMBER 2007

ANNUAL BUDGET	SUPPLEMENTARY BUDGETS AND VIREMENTS	REVISED BUDGET	CODE	CURRENT OUTTURN FORECAST	OUTTURN VARIANCE
£	£	£		£	£
1,255,780	0	1,255,780	1A1	1,237,810	(17,970)
3,587,680	8,200	3,595,880	1A2	3,570,860	(25,020)
565,740	0	565,740	1A3	533,640	(32,100)
172,720	27,260	199,980	1A4	203,560	3,580
652,140	13,000	665,140	1A5	694,100	28,960
1,910,170	6,600	1,916,770	1A6	1,947,890	31,120
1,726,590	74,890	1,801,480	1A7	1,753,190	(48,290)
1,180,690	11,600	1,192,290	1A8	1,194,500	2,210
114,560	0	114,560	1A9	151,260	36,700
382,390	91,890	474,280	1B2	482,270	7,990
29,950	3,000	32,950	1B3	36,980	4,030
483,250	90,000	573,250	1B5	573,610	360
713,130	0	713,130	1B6	569,270	(143,860)
747,650	0	747,650	1B9	747,650	0
36,350	0	36,350	1C1	36,350	0
638,310	0	638,310	1C2	812,760	174,450
279,020	0	279,020	1C3	249,900	(29,120)
334,610	0	334,610	1C4	315,970	(18,640)
73,840	0	73,840	1C5	73,840	0
1,287,940	0	1,287,940	1C6	1,287,940	0
177,620	0	177,620	1C7	177,620	0
(2,213,210)	0	(2,213,210)	LESS: RECHARGEABLE BUDGETS	(2,213,210)	
<b>14,136,920</b>	<b>326,440</b>	<b>14,463,360</b>	<b>NET EXPENDITURE</b>	<b>14,437,760</b>	<b>(25,600)</b>
		147,750	DERFERRED CHARGES	147,750	
		<b>14,611,110</b>	TRANSFERS FROM EARMARKED RESERVES - 1A9	(42,233)	
			- 1B5	(4,250)	
			TRANSFERS TO EARMARKED RESERVES - 1A3	6,410	
			- 1C3	50,590	
			AIM BUDGETS CARRIED FORWARD TO 2008/09 - 1A1	5,000	
			- 1A7	44,200	
			- 1B2	9,100	
			REVENUE CONTRIBUTIONS TO CAPITAL - 1A2	20,000	
			<b>OUTTURN FORECAST AFTER ADJUSTING FOR MOVEMENTS ON RESERVES ETC</b>	<b>14,674,327</b>	

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