



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 2 JUNE 2009**, 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 10 March 2009.

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, before any discussion takes place on the item. Councillors requiring clarification should seek the advice of the Monitoring Officer prior to the day of the meeting.

3 **LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985 -
EXCLUSION OF PRESS AND PUBLIC**

To pass the following resolution:-

RESOLVED that, under Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the meeting during consideration of item 20 on the grounds that it involves the likely disclosure of exempt information as defined in paragraph 1 of Part 1, Schedule 12A of the Act.

4 **QUESTIONS FROM THE PUBLIC UNDER STANDING ORDER 19**

A period of up to 15 minutes will be set aside to deal with questions to the Committee from members of the public.

Details of questions should be notified to the Assistant Chief Executive at least three working days prior to the meeting. Further information and a copy of the procedure are available from Member Services (01392 265107) also on the Council web site.

<http://www.exeter.gov.uk/scrutinyquestions>

5 **QUESTIONS FROM MEMBERS OF THE COUNCIL UNDER STANDING
ORDER 20**

To receive questions from Members of the Council to appropriate Portfolio Holders.

6 **PORTFOLIO HOLDERS TO PRESENT THEIR PRIORITIES FOR THE
FORTHCOMING YEAR**

Councillors Newton (Portfolio Holder for Housing and Social Inclusion) and Mitchell (Portfolio Holder for Environment and Leisure) will present a verbal report on the priorities for the forthcoming year in light of the Committee's work programme.

<u>MATTERS FOR CONSIDERATION BY THE EXECUTIVE</u>
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7 **FOOD LAW ENFORCEMENT PLAN 2009/10**

To consider the report of the Head of Environmental Health Services – *report circulated* 1 - 4

8 **HEALTH AND SAFETY SERVICE PLAN 2009/10**

To consider the report of the Head of Environmental Health Services – *report circulated* 5 - 6

9 **POLICY FOR THE ETHICAL CARE OF HUMAN REMAINS AT RAMM**

To consider the report of the Head of Leisure and Museums – *report circulated* 7 - 8

- 10 **REPLACEMENT OF FILTERS AT THE PYRAMIDS SWIMMING POOL**
- To consider the report of the Head of Leisure and Museums – *report circulated* 9 - 12
- 11 **EMPTY HOMES STRATEGY 2009 - 2014**
- To consider the report of the Head of Housing Services – *report circulated* 13 - 20
- 12 **FIRE SAFETY POLICY FOR HOUSING PROPERTIES**
- To consider the report of the Head of Housing Services – *report circulated* 21 - 24
- 13 **CRIME AND DISORDER (OVERVIEW AND SCRUTINY) REGULATIONS 2009**
- To consider the report of the Assistant Chief Executive – *report circulated* 25 - 28

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

- 14 **REVIEW OF LEISURE AND MUSEUMS STRATEGY**
- To consider the report of the Head of Leisure and Museums – *report circulated* 29 - 42

<u>PERFORMANCE MONITORING</u>

- 15 **REVENUE FINAL ACCOUNTS - COMMUNITY 2008/09**
- To consider the report of the Head of Treasury Services – *report circulated* 43 - 54
- 16 **HOUSING REVENUE ACCOUNT - FINAL ACCOUNTS 2008/09**
- To consider the report of the Head of Treasury Services – *report circulated* 55 - 58
- 17 **HRA CAPITAL AND REVENUE AND AIM PROPERTY MAINTENANCE OUT-TURN REPORT 2008/09**
- To consider the joint report of the Head of Contracts and Direct Services/Head of Housing Services/ Head of Estates and Head of Treasury Services – *report circulated (Monitoring schedule available on request)* 59 - 62
- 18 **AIM PROPERTY MAINTENANCE PROPOSED PROGRAMME 2009/10**
- To consider the report of the Head of Contracts and Direct Services – *report circulated (Monitoring schedule available on request)* 63 - 66

To consider the report of the Director Community and Environment (Monitoring schedule available on request)

67 - 82

Part II: Item suggested for discussion with the press and public excluded

RE-TENDERING OF THE HOUSING RESPONSIVE MAINTENANCE CONTRACTS - PROCUREMENT STRATEGY

To consider the joint report of the Head of Housing Services and the Head of Contracts and Direct Services on a proposed procurement strategy for the re-tendering of the housing responsive maintenance contracts - *report circulated to Members*

83 - 112

DATE OF NEXT MEETING

The next **Scrutiny Committee - Community** will be held on Tuesday 1 September 2009 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/forwardplan>
Councillors can view a hard copy of the schedule in the Members Room.

Membership -

Councillors D Baldwin (Chair), Shiel (Deputy Chair), Branston, Choules, Mrs Danks, R M Hannaford, Hobden, Newcombe, P A Smith, R Smith, Taghdissian, Thompson and Wardle

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EXETER CITY COUNCIL

SCRUTINY COMMITTEE – COMMUNITY 2 JUNE 2009

EXECUTIVE
16 JUNE 2009

FOOD LAW ENFORCEMENT PLAN 2009/10

1. PURPOSE OF REPORT

- 1.1 To inform Members of the Council's performance against the previous years Food Law Enforcement Plan.
- 1.2 To seek approval for the adoption of the Food Law Enforcement Plan 2009/10, which sets out the Council's regulatory function in respect of food safety over the forthcoming year. A draft copy of this is available in the Members' Room, on the Council's website or available on request.

2. BACKGROUND

- 2.1 The Food Standards Agency Framework Agreement requires the Council to produce a Food Law Enforcement Plan (referred to as the Enforcement Plan). The key aim of the plan is to demonstrate how the Council will fulfil its regulatory obligations in respect of its food safety service.
- 2.2 The Enforcement Plan incorporates:
 - the service aims and objectives;
 - information about the food safety enforcement and related services provided by the Council;
 - details of the service's performance management systems;
 - comprehensive information to compare the current and past performance of the food safety service;
 - the Food Service Delivery Plan 2009/10 detailing the actions and improvements for the service in an effective, risk based, proportionate & consistent way over the forthcoming year; and
 - the annual food sampling programme which embodies the aims of the Council's Food Sampling Policy which is also posted on the Council's website and subject to periodic review.

3. KEY OUTCOMES OF THE FOOD SAFETY SERVICE 2008/9

3.1 Programmed Inspections

The service inspected 631 (455)¹ food businesses of a targeted 506 (461) food businesses, and used Self Inspection Questionnaires (SIQ's) as an alternative regulation strategy for 7 (20) low risk businesses and to ensure resources are directed towards high-risk activities. SIQ's are a cost effective means of maintaining contact with this group as well as providing the business with a useful means of keeping up to date with changes in law and other related issues affecting their business.

3.2 Service Requests

The food safety team dealt with 331 (324) service requests during the year, representing 64% (51%) of the 519 (635) service requests handled by the Commercial Section, which also includes health and safety regulation, infectious disease control, and provision of health promotion and training activities for businesses.

3.3 Food Sampling

The authority participates in national and local food-sampling initiatives to monitor the quality of food on sale in the City which is classified as satisfactory, unsatisfactory or unacceptable. Additional samples are taken in response to food complaints and where it is alleged a premises or foodstuff is implicated in a food poisoning incident. During the last year, 168 (255) food samples were analysed, and investigations followed in respect of 35 (43) unsatisfactory samples; there were no unacceptable samples.

Fewer samples were taken than the previous year due to a suspension in testing whilst the laboratory was transferred from Exeter to Bristol.

3.4 Control and Investigation of Outbreaks and Food Related Infectious Diseases

A total of 189 (126) cases of possible food related infectious diseases were officially notified to the service. On investigation, no cases were conclusively linked to food from establishments in the city or elsewhere.

3.5 Enforcement Action

A total of 293 (93) formal written warnings and 113 (293) informal written warnings were issued to secure satisfactory standards in food businesses in the city. These figures are comparable to the number of warnings issued in recent years, and reflect a more targeted approach to non-compliant businesses.

Three businesses were temporarily closed until the proprietors had removed the health risk whilst another business was successfully prosecuted following a history of non-compliance. Proceedings were commenced for the prosecution of two further businesses, but these have not yet been concluded.

¹ Figures in brackets relate to 2007/8

3.6 Food Safety Training

A key component of the Government's drive on better regulation is assisting business compliance through advice, information and training. In total, 385 (525) staff from local food businesses gained a nationally recognised food safety qualification last year, through courses organised by the Council.

4. BETTER REGULATION

- 4.1 Regulatory Services have been the subject of considerable review in recent years. The conclusions of influential reports are now being interpreted and applied to regulatory services by their respective governing bodies overseen by the newly appointed Local Better Regulation Office (LBRO).
- 4.2 In respect of food safety, the Food Standards Agency reflected these changes through amendments to the Food Law (Code of Practice) England and Food Law (Practice Guidance) England which became available at the end of 2008.
- 4.3 The Enforcement Plan embraces the principles of better regulation and will continue to safeguard the health of the local population and contribute to the economic vitality of the city by targeting resources effectively and innovatively to assist food businesses in compliance.

5. PROPOSED KEY ACTIVITIES FOR 2009/10

- 5.1 In addition to the traditional intervention methods the following key activities will shape the food service for the forthcoming year:

Intervention Strategy

- 5.2 The strategy to improve compliance with food law and maintain a high level of compliance will be further developed following release of the Food Law (Code of Practice) England, and include:

- programmed inspections of 492 (551) food premises, based upon risk;
- targeting non-compliant business with effective use of appropriate enforcement tools;
- trialling the web based facility "Scores on the Doors", which allows consumers to access information on the standards of hygiene in any food business in the City, with the hygiene rated as a visual score;
- collaborating with forums/focus groups to target specific businesses to enable an exchange of information and gain an understanding of the obstacles some businesses face in complying with food law;
- running management of food safety workshops as a recognised intervention tool to support compliance in non-compliant, and smaller businesses.

Better Regulation

- 5.3 As a regulator of businesses in the City, it will be important to recognise the impact of the current economic downturn on businesses' capacity to comply, and to work with businesses to ensure that compliance is achieved through a wide range of intervention strategies. These will include greater engagement with business representatives and the joint development of advice/education interventions.

6. RESOURCE IMPLICATIONS

- 6.1 The Food Law Enforcement Plan will be carried out within existing resource allocations for 2009/10.

7. RECOMMENDED

That Scrutiny Committee - Community supports and Executive approves:

- 1) the Food Law Enforcement Plan 2009/10;
- 2) the Head of Environmental Health to authorise changes to the Enforcement Plan in the light of centrally issued guidance and /or to meet operational needs.

HEAD OF ENVIRONMENTAL HEALTH SERVICES

S:LP/Committee/609SCC4v2
20.5.09

COMMUNITY AND ENVIRONMENT DIRECTORATE

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

- 1) Service Plan for Food Law Enforcement 2009/10

EXETER CITY COUNCIL

SCRUTINY COMMITTEE – COMMUNITY

2 JUNE 2009

EXECUTIVE

16 JUNE 2009

HEALTH & SAFETY SERVICE PLAN - 2009/2010

1 PURPOSE OF REPORT

- 1.1 This report seeks approval of the Health & Safety Service Plan for 2009/2010 which sets out the Council's functions for regulating health and safety in businesses for the forthcoming year. A draft copy of the Plan is available in the Members' Room, on the Council's website, or available on request.

2 BACKGROUND

- 2.1 Section 18 of the Health and Safety at Work, etc. Act 1974 places a duty on the Council to make adequate arrangements for enforcement of health and safety. The Health and Safety Executive (HSE), requires the Council to produce an annual Health and Safety Service Plan. Responsibility for Health and Safety at Work enforcement lies with the HSE and Local Authorities (LAs). Councils are generally responsible for enforcement at premises in which non-industrial activities are undertaken (eg retail premises, warehouses, offices etc) whilst HSE is responsible for industrial activities.
- 2.2 Towards the end of 2005 national strategic direction was set for the health and safety system in Great Britain. As a result, the HSE and the Council have been working together and, in particular, targeting limited resources to the greatest local risks as the way to securing benefits for the community.
- 2.3 The projects listed in the service plan are those where the Council currently has a responsibility or because the projects will deliver greater outcomes by close collaboration and partnership working.
- 2.4 These projects involve a mixture of interventions such as stakeholder partnership, motivating senior managers, employee involvement, education/awareness campaigns, recognising good performance, as well as targeted inspections. This new approach meets many of the objectives of the better regulation agenda.

3 PARTNERSHIP BETWEEN HEALTH AND SAFETY EXECUTIVE AND LOCAL AUTHORITIES

- 3.1 Over the year there have been rapid developments aimed at establishing closer partnership working arrangements with the HSE. A number of joint initiatives have been shared to respond to the report of the Hampton Review on better regulation, such as the "Safety and Health Advice Days" (SHADs) for workers in the warehousing, entertainment and beauty sectors.

3.2 To overcome poor synchronisation of planning cycles between HSE and LAs, which has been a problem in the past, better integration of work programmes has taken place. The Health and Safety Service Plan incorporates the provisions of the Fit for Work, Fit for Life, Fit for Tomorrow Strategic Programme (known as FIT3).

4 HEALTH AND SAFETY SERVICE PLAN 2009/2010

4.1 In formulating the service plan for 2009/2010 the Council has again committed to participating in a number of national projects aimed at meeting Public Service Agreement targets for health and safety in addition to undertaking a programme of targeted inspections and other interventions, which take account of the better regulation principles. They enable the targeting of proactive health and safety regulatory resources to contribute to the national targets and local corporate objectives.

5 RECOMMENDED

That Scrutiny Committee – Community supports and Executive approves:

- 1) the Health and Safety Service Plan 2009/2010;
- 2) the Head of Environmental Health Services to have delegated authority to make changes to the Service Plan in light of centrally issued guidance and/or to meet operational needs.

HEAD OF ENVIRONMENTAL HEALTH SERVICES

S:PA/LP/ Committee/609SCC7
20.5.09

COMMUNITY & ENVIRONMENT DIRECTORATE

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

EXETER CITY COUNCIL

SCRUTINY COMMITTEE - COMMUNITY 2 JUNE 2009

EXECUTIVE
16 JUNE 2009

POLICY FOR THE ETHICAL CARE OF HUMAN REMAINS AT RAMM

1. PURPOSE OF REPORT

- 1.1 To propose a policy for the ethical care of human remains in the museum collection, in the form of an annexe to the Acquisitions and Disposals Policy 2005-2010.

2. BACKGROUND

- 2.1 The government's response to the Royal Liverpool Children's Hospital (Alder Hey) scandal in 1999 was the construction of a legal framework that became the Human Tissue Act 2004 (HTA). The provisions of this Act cover consent, storage, research and public display of human remains and it came into force in September 2006.
- 2.2 The intention is to regulate organisations through licensing. Museums do not need a licence for displaying material that is over 100 years old and for holdings in possession at the time the Act came into force. However, one is needed for human tissue that post-dates 1906. The Act's Codes of Practice are split into six main parts, which primarily focus on the medical profession. However, museums are included because human tissue is common to some historical collections.
- 2.3 In 2005, DCMS published the Guidance for the Care of Human Remains in Museums. This was designed to help the museum sector by further clarifying the roles and responsibilities of those institutions holding human remains in their collections and making knowledge of such collections publicly accessible. The document states

Museums should put in place, make public (for example through their website) and as necessary review, a policy on human remains in their care. (2005:16)

3. POLICY FOR THE ETHICAL CARE OF HUMAN REMAINS

- 3.1 A copy of the draft policy is available in the Members' Room or on the Council's website. The key element is the first general statement:

Exeter City Council acknowledges that human remains within its collections once belonged to living individuals and will care for them in a respectful and culturally sensitive manner, while also making relevant parts of the collection available for repatriation, research and learning.

- 3.2 The policy uses a definition derived from that used by the Department for Culture Media and Sport:

RAMM uses the term human remains to mean the body, or its parts, of once living people, specifically in reference to modern humans (Homo sapiens sapiens). This

definition includes osteological material (bone and teeth), soft tissue (including organs and skin), blood and slide preparations of human tissue. It does not include human nails or human hair; the latter is relatively commonly found in Victorian jewellery for example, we do not believe this material should be classified as human remains, but should be treated as being culturally sensitive.

- 3.3 The amount of human remains held in the collections is not great. There are about 20 items in the Ethnography collection, while the Antiquities collection contains material deriving from the many archaeological digs in and around Exeter together with a small collection of Egyptian human remains, including the mummy of Shep En-Mut. The Natural History collection contains slides of Victorian origin.

It is part of the guidance on the act that the museum should make this information available and accessible, which it will proceed to do once the policy has been adopted.

4. RECOMMENDED

- 1) that Scrutiny Committee Community support and Executive Committee adopt the Policy for the Ethical Care of Human Remains as an annexe to the overall Acquisition and Disposal Policy.

HEAD OF LEISURE & MUSEUMS

S:PA/LP/ Committee/609SCC1
20.5.09

COMMUNITY & ENVIRONMENT DIRECTORATE

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

EXETER CITY COUNCIL

SCRUTINY COMMITTEE - COMMUNITY 2 JUNE 2009

EXECUTIVE
16 JUNE 2009

REPLACEMENT OF FILTERS AT PYRAMIDS SWIMMING POOL

1. PURPOSE OF THE REPORT

- 1.1 To seek approval for the replacement of filters at Pyramids, which have reached the end of their useful life.

2. BACKGROUND

- 2.1 A Baseline Condition Survey was commissioned in 2008 to review leisure facilities in Exeter in preparation for the new Leisure Facilities Management Contract to commence in September 2010. In the case of Pyramids, this survey also acted as the base information for the options appraisal comparing the costs of a new pool against a refurbishment of the existing facility.
- 2.2 As part of the survey Ocean Swimming Pools Limited were engaged to report on the highly specialised area of swimming pool plant separately from the usual remit of a structural and mechanical/electrical survey. In the report on the appraisal, it was pointed out that the filters in particular were vulnerable, and had only a very short lifespan remaining.
- 2.3 Pyramids contains four filters, two serving the main pool and two serving the learner pool. One of the learner pool filters was decommissioned a few years ago due to leakage from the main structure and the learner pool has operated on one filter since that time.
- 2.4 Following a recent visit to the Pyramids by the Pool Working Party, its subsequent meeting resolved to urge the Committee and Executive to approve the replacement of the filters.

3. RESULTS OF THE SURVEY

- 3.1 The consultants' report on the filters and associated pipework showed that they are vertical pressure filters, fabricated from welded mild steel. They have been recently internally relined (in 2005). Externally they appear to be in very poor condition. The frontal pipework, which is operated pneumatically, is of an unknown make for which no spare is available.
- 3.2 The stainless steel pipework also shows external signs of decay and replacement is recommended.
- 3.3 Following the decision of the Council to pursue neither the new pool nor the refurbishment option at the moment, it was decided to commission a more detailed study of the filters, which the consultants believed to represent the largest immediate risk to the operation of the pool. These further assessments were to determine the thickness of the mild steel shell which forms the framework of the filters. Using ultrasound testing equipment a survey of the wall thickness was undertaken.

- 3.4 On original installation the shell would have had a thickness of 12mm at the top and bottom and 10mm on the sides, but the tests concluded that some areas have eroded to a thickness of only 3.8mm.
- 3.5 We undertook a similar ultrasonic report in 2007, and comparison of the two sets of results shows that in two years there has been an erosion of 1.2mm.
- 3.6 The concern is that the filters were designed to operate up to 4.0 bar, but given their current condition 2.0 bar is their maximum pressure limit. This means in practice that turnover of the water in the main tank is slower than it might be, which makes the water quality harder to manage satisfactorily. The risk of leakage and/or eruption, leading to immediate closure of the pool is now high, and growing daily.

4. REPLACING THE FILTERS

- 4.1 The consultants have recommended the immediate replacement of the filters and associated pipework. As they rightly point out, if one of the filter vessels fails, there would be an immediate and fairly lengthy closure, while new plant was procured and installed. During that time, DC Leisure, the operators, would be entitled to additional payments to offset their loss of income and profit during an unplanned closure, and of course residents of the city would be without one of their two main pools.
- 4.2 Prior to any failure however the work could be completed by installing new filters without connection; fortunately there is sufficient space available in the plant room. The subsequent connection to the existing pipework would then limit the requirement for a short closure. Decommissioning of the existing filters and redundant pipework could then be undertaken when the pool was back in operation.
- 4.3 With the help of the consultants, officers have already specified the work necessary, and put it out to tender, so that once the decision is taken by Executive, work should be able to commence without delay.

5. THE COST OF REPLACEMENT

- 5.1 The budget estimate provided by the Consultants was:

(i)	Preparation work	£6,000
(ii)	Supply and installation of filters, including pipework	£70,000
(iii)	Decommissioning of existing filters and removal of redundant pipework	£1,000
(iv)	Contingency 10%	£7,800
	TOTAL:	£84,800

6. INSTALLATION OF ULTRA VIOLET TREATMENT

- 6.1 Members may recall that Exeter Swimming Club has called on a number of occasions for the installation of an ultraviolet treatment unit as an alternative to the current reliance on chlorination for disinfection. Officers felt at the time that this was not a practical solution, but the work on the filters offers the opportunity to install a unit without any of the difficulties we envisaged before.
- 6.2 The advantages of using UV are that it removes combined chlorine in the water, requires less expenditure on chemicals, and reduces the amount of water used. There are no disadvantages other than the need to operate and maintain two

systems, providing an annual service and bulb changes, since some chlorination is still necessary. In this particular case as well of course, there is the cost of installing a piece of equipment which may have only a short life. The cost is estimated at £22,000, not high in itself. However we are advised that this unit would not be able to be used in a new pool when one is built, so if that is eventually the decision the Council makes, the cost of this installation, like that for the filters, would be lost.

- 6.3 The most recent inspection of the pool and its operation was undertaken by the Council's specialist water consultant in January 2009, and his conclusion was that water quality was continuing to reach acceptable standards even with the aged equipment. New filters will enable faster turnover making it easier for the operators to keep the water within the contractual parameters. Ultra Violet treatment would enhance that capability further, but officers feel that if the management can keep the water fully treated without the additional expenditure at this particular point in the pool's life, then it would be better not to install the additional kit.

7. RISK

- 7.1 The principal risk in this case is that the installation is not done before the failure of one or more of the existing filter vessels, causing undue cost and disruption to a well-used city facility. Estimating the life of the vessels is not an exact science, but we believe that they will probably fail before the end of 2009.
- 7.2 There is also a risk that once replacement starts, the contractors will find other elements of the plant which need to be replaced, leading to extra costs and additional closure time. The risk of this, following the survey is assessed as low. However a smaller problem might still lead to the need to drain the pool or otherwise slow down the work, leading to a claim from the operator.

8. OTHER FACTORS

- 8.1 In the absence of any recommendations on the way forward from the Pool Working Party, there is still uncertainty about whether the Pyramids will be replaced or refurbished. If the decision is to refurbish, then the expenditure on new filters will have been proven to be good value, and the filters will give good service for some time to come. On the other hand, if the decision is to build a new pool sooner rather than later, then the filters, and the UV unit if installed, will not have reached their natural lifespans, and therefore not have given the best value for money possible. Against this must be set the general determination not to let the Pyramids close because it provides a service which is too important to lose.

9. FINANCIAL IMPLICATIONS

- 9.1 A budget of £109,000 remains for the first phase of designing a replacement pool. It is proposed that this sum be used to fund the replacement of the filters.

10. RECOMMENDED

that

- 1) the filters and associated pipework at Pyramids be replaced as soon as practicable
- 2) the work be funded from budget remaining from the new pool project
- 3) equipment to disinfect water using ultraviolet light not be installed.

HEAD OF LEISURE AND MUSEUMS

S:PA/LP/Committee/609SCC2
20.5.09

COMMUNITY & ENVIRONMENT DIRECTORATE

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

EXETER CITY COUNCIL

SCRUTINY COMMITTEE – COMMUNITY 2 JUNE 2009

EXECUTIVE
16 JUNE 2009

EMPTY HOMES STRATEGY 2009-2014

1. PURPOSE OF THE REPORT

- 1.1 To inform Members of the consultation results for the draft Empty Homes Strategy 2009-2014 and recommend that the amended version is approved.

2. BACKGROUND

- 2.1 Executive on 24 March 2009 approved the draft Empty Homes Strategy and agreed that it should go out to public consultation, with the results reported back at Scrutiny on 2 June 2009 and then to Executive on the 16 June 2009.
- 2.2 Over 200 copies of the draft strategy were sent to councillors, housing associations, landlord associations, relevant staff and current ExtraLet and Private Sector Leasing (PSL) scheme landlords asking them to give comments on the strategy and action plan. There were 11 formal responses, with many of the comments being constructive and positive together with favourable remarks on existing schemes. Once the final strategy is approved it will become more generally available to the public through the Council's website and any further comments received can be considered for the next review.

3. CONSULTATION RESULTS

- 3.1 The following comments were received:

- The strategy is very strong on the processes, successes and potential of empty homes work.
- Some pointed out that there were some gaps in the content such as downsizing, the STEPs Project, serving notices and the inclusion of the recently published resident landlord booklet designed to help people take in lodgers.
- Favourable comments were received from some of the 120 ExtraLet and PSL landlords about the existing schemes.
- Many thought it is a good idea to be launching the strategy at this time in light of recent national and regional announcements of funding for empty homes.
- Because of the possibility of a future Audit Commission inspection, the action plan needs to have further revision.
- One Councillor expressed concerns about the use of Empty Dwelling Management Orders (EDMOs) in comparison to Compulsory Purchase Orders (CPOs). Clarification on this issue is set out below and may help to alleviate these concerns:

- EDMOs allow the Local Authority to take over an empty property, bring it back up to the decent homes standard and let it to those in housing need from the housing register. The costs of renovation are recouped through rent, with any excess income going to the property owner. An owner can reclaim their property at any time provided they wish to sell, live in it or rent themselves. Interim EDMOs last for one year, whilst a full EDMO can last for seven years. A comprehensive legal case must be made for each property before its use. The property remains in the possession of the owner throughout and the EDMO can be revoked if the owner agrees to bring it back into use and work with the Council. The use of an EDMO is seen very much as a last resort and in most cases property owners are more than willing to work with the Council to find a viable solution for the property.

- CPOs allow the Local Authority to take possession of a property and sell without the owner's permission. The owner is then compensated appropriately for the loss of the property.

- The lack of knowledge about the service by the general public was a factor which came to light during consultation. This may mean more money is needed to fund campaigns and advertising about the empty homes service.
- Advertising could hopefully facilitate an increase in the number of landlords ready to work with the Council. A budget will be considered by the partnership for the future.
- In light of the Council's new duty under the Local Government & Public Involvement in Health Act 2007 further opportunities for consultation must be given to the public as the new strategy is implemented.

4. PROPOSALS

4.1 As a result of this consultation the following amendments to the strategy are proposed:

- Sections will be added dealing with downsizing and lodgings.
- More emphasis will be placed on the 'need' for empty homes to be brought back into use. WHY are we doing this and WHO are we doing it for?
- Further consideration of advertising has been given high priority in the revised action plan.
- The explanation of CPOs and EDMOs on pages 27-29 has been reviewed and amended.
- More challenging annual targets to fund the reuse of empty property in partnership with the Homes and Communities Agency have been introduced. Accordingly the target will be increased from 11 to 20 empty properties a year.
- Provision of funds for the STEPS programme to be included in the action plan as a valuable source of funds and property used for affordable housing.
- The document is to be formatted to correspond with Exeter City Council's existing strategies, therefore forming part of a suite of strategies.

- The Empty Homes Partnership Manager will ensure that the strategy and action plan are aligned with the Audit Commission's requirements.
- 4.2 More generally that emphasis be placed on the high support councillors have for the reuse of empty properties and homes within the city.
- 4.3 As a result the strategy has been updated and a copy placed in the Members' room. The revised action plan is appended.
5. **RECOMMENDED** that Scrutiny Committee– Community supports and Executive approves that:
- (1) the actions and revisions to the Empty Homes Strategy as set out in paragraph 4 of this report.
 - (2) the revised action plan contained in Appendix I of this report.
 - (3) Scrutiny Committee Community receives an annual update on progress against the action plan
 - (4) in accordance with the Local Government & Public Involvement in Health Act 2007 the Empty Homes Strategy and action plan be placed on the website and further comments invited from the community.

HEAD OF HOUSING SERVICES

S:PA/LP/Committee/609SCC6
20.5.09

COMMUNITY & ENVIRONMENT DIRECTORATE

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

Empty Homes Strategy 2009-2014

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**APPENDIX 1
DRAFT EMPTY HOMES STRATEGY ACTION PLAN 2009-2014**

					LEAD OFFICER	PROGRESS AS OF MAY 09
ACTION	TARGET	PRIORITY	RESOURCES			
STRATEGY						
1	Review the Empty Homes Strategy.	Annually	Medium	Staff time	Empty Homes Partnership Manager	Scrutiny committee on 2 June 2009 / further report to Members on September 2010
2	Create a suitable strap line for the Empty Homes Strategy.	Proactive line which encapsulates the aim of the strategy	High	Staff time	Empty Homes Partnership Manager	Under review
3	Empty Homes Action Plan.	Monthly	High	Staff time	Empty Homes Partnership Manager	Ongoing
PROGRAMME						
1	Return properties empty for more than six months to use.	40 per year	Medium	Staff time	Empty Homes Partnership Manager / Empty Homes Negotiator	5 properties brought back into use in January 2009 and 10 more in the pipeline
2	Negotiate with the Homes and Communities Agency to secure funding for empty homes grants.	100 units before the end of 31 March 2014	Medium	Staff time / capital funding	Strategic Housing Manager / Empty Homes Partnership Manager	9 units completed at Fountain House. 20 homes per year 2009-10 to 2013-14
3	Negotiate with internal council departments for renovation grant funding.	Subject to availability	Medium	Staff time / capital funding	Strategic Housing Manager / Empty Homes Partnership Manager	Under negotiation
4	Identify long term empty properties (over 2 years) which could be brought back into use using enforcement powers from the Housing Act 2004 (Empty Dwelling Management Orders).	6 per year	High	Staff time	Empty Homes Partnership Manager / Empty Homes Negotiator	4 properties currently under investigation
5	Identify funding in the council's Affordable Housing Capital Programme for use on empty properties.	£200,000 to be spent on off-the-shelf purchases by 31 March 2010	High	Staff time / capital funding	Strategic Housing Manager / Empty Homes Partnership Manager	10 properties being investigated
		£108,500 to be spent on purchase of move-on properties	High	Staff time / capital funding	Strategic Housing Manager / Enabling Officers	1 home purchased and 1 in the pipeline
		£18,000 on family housing conversion in Rifford Road	High	Staff time / capital funding	Strategic Housing Manager / Empty Homes Partnership Manager	1 home purchased
		£249,000 on the rehab of the former Admiral Inn	High	Staff time / capital funding	Strategic Housing Manager / Empty Homes Partnership Manager	7 homes completed
		£100,000 as a leasing pot to provide further private sector leased homes in Exeter	High	Staff time / capital funding	Strategic Housing Manager / Empty Homes Partnership Manager	At least 10 homes to be brought back into use and brought up to the decent homes standard
		£30,000 for the leasing of an 'eyesore' property in Oxford Street	High	Staff time / capital funding	Strategic Housing Manager / Empty Homes Partnership Manager	1 home in the pipeline
		£150,000 allocated on laings rehabilitation	High	Staff time / capital funding	Strategic Housing Manager / Empty Homes Partnership Manager	2 homes in the pipeline. Potential to do 25 more.
6	Identify funding for the EXtraLet scheme.	£80,000 to be spent by September 2009. Consider extra commuted sum money	Medium	Staff time / capital funding	Housing Needs Manager	£50,937 spent on 40 properties since April 2008 (as of February 2009). Currently manage 80 properties.

					LEAD OFFICER	PROGRESS AS OF MAY 09
ACTION	TARGET	PRIORITY	RESOURCES			
7	Maintain Empty Homes Partnership for the Strategic Housing Market Assessment Region.	Annually	High	Staff time	Empty Homes Partnership Manager	Maintained
8	Continue to promote downsizing to free up properties for families in the Exeter area and help prevent under-occupation.	Council target of at least 25 moves per year. Budget of £50,000	Medium	Staff time / capital funding	Housing Enabling Officers	Promoted in Insight and by Estate Management. 81 moves so far total. Review 31 March 2010
		RSL target of at least 20 moves per year. Budget of £50,000 (2008-10)	Medium	Staff time / capital funding	Housing Enabling Officers	Review December 2009
9	Promoting the creation of resident landlords within the city willing to take in lodgers.	20 lodgers in 2009-10	Medium	£5,000 spent on officer time	Empty Homes Partnership Manager	Becoming a Resident Landlord Booklet produced April 2009 (300 produced) / Accompanying leaflet for City services at design stage as of April 2009
10	Create a register of landlords and potential lodgers as a housing option.	Create list	Medium	Staff time	Housing Needs Manager	Ongoing
11	Promote and monitor the STEPs programme run by Exeter Community Initiative.	Work with STEPs to come up with funds and 2 properties for affordable housing	Medium	Staff time / capital funding	Housing Enabling Officers	Revenue: £5,000 invested 2008 and £5,000 in 2009
						Conditional capital funding of £50,000 on the production of a viable scheme
12	Conversion of under-used or hard to let sheltered housing blocks.	10 possible guest room conversions	Medium	Staff time / capital funding	Head of Housing Services / Housing Enabling Manager	Investigation underway and nearly complete
13	Tackle restrictive lettings practises.	persuade some Housing Associations to change practises which restrict letting of flats to people with children	Medium	Staff time	Housing Needs Manager	Ongoing
INFORMATION & TRAINING						
1	Obtain and review council tax lists to identify empty properties.	February / June / October. (Every 4 months)	Medium	Staff time	Empty Homes Partnership Manager / Empty Homes Negotiator	First list requested January 2009
2	Conduct street surveys to identify vacant units over shops and empty buildings.	Fore Street, Heavitree / Cowick Street, St Thomas to be thoroughly surveyed by 31 March 2011	Medium	Staff time	Empty Homes Partnership Manager / Empty Homes Negotiator	First survey September 2009
3	Ensure the Empty Property database is kept up to date in order to establish the capacity for linking the data to broader regeneration.	Monthly	High	Staff time	Empty Homes Partnership Manager / Empty Homes Negotiator	On going

				LEAD OFFICER	PROGRESS AS OF MAY 09
ACTION	TARGET	PRIORITY	RESOURCES		
4	Remain abreast of changes in legislation and best practise as discussed by the Government, the Empty Homes Agency and the National Association of Empty Property Practitioners.	Medium	Staff time	Empty Homes Partnership Manager	On going
5	Continue to build staff skills and knowledge.	Medium	Staff time	Housing Enabling Manager / Empty Homes Partnership Manager / Empty Homes Negotiator	2007 - Affordable Housing Masterclass. 2008 - Negotiations skills courses and more planned. Housing Market Viability Event. 2009 - Continued mentoring of Housing Enablers and Empty Homes Officers and a certificate in Enabling being investigated.
6	Empty Homes Partnership Newsletter	Medium	Staff time	Empty Homes Partnership Manager	Second issue in production
7	Advertising	High	Staff time	Empty Homes Partnership Manager	Under review
ADMINISTRATION					
1	Aim to reply to all calls / emails relating to empty properties within 2 days.	High	Staff time	Empty Homes Partnership Manager / Empty Homes Negotiator	Jan 09: 239 calls Mar 09: 235 calls
2	Secure revenue funding for the administration of the Empty Homes Partnership beyond 2011 subject to Local Government reorganisation of Devon.	Low	Staff time / capital funding	Empty Homes Partnership Manager / Empty Homes Partnership Officer	Funding secure up to April 2011 except for Magna Housing who have been written to
3	Continue to host the Empty Homes Partnership meetings.	Medium	Staff time	Empty Homes Partnership Manager / Empty Homes Partnership Officer	Next meeting April 2009
4	Continue to host the South West Empty Homes Forum.	High	Staff time	Empty Homes Partnership Manager / Empty Homes Partnership Officer	Next forum June 2009
CONSULTATION					
1	Empty Homes Strategy 2009-2014 to be placed on the Council's website for public view and comment.	High	Staff time	Empty Homes Partnership Manager / Empty Homes Partnership Officer	To be uploaded June 2009
2	Review and revise Empty Homes Strategy in light of comments from the public.	High	Staff time	Empty Homes Partnership Manager / Empty Homes Partnership Officer	Revision awaited

S:LP/Cttee/609SCC6 Appx I

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EXETER CITY COUNCIL

SCRUTINY COMMITTEE - COMMUNITY 2 JUNE 2009

EXECUTIVE
16 JUNE 2009

FIRE SAFETY POLICY FOR HOUSING PROPERTIES

1 PURPOSE OF THE REPORT

- 1.1 To seek Members' approval for a new policy regarding the management of fire safety in the Council's housing stock

2 INTRODUCTION

- 1.1 Each year, throughout the country, fire not only kills people but costs thousands of pounds in terms of the damage that it causes. This policy sets out how Exeter City Council will identify, reduce and manage the fire risks within its accommodation.
- 1.2 The policy will mainly apply to the common areas of flats and will establish a set of standards that the Council will work towards to ensure the safety of its residents. It is acknowledged that this policy cannot just be delivered by the Council alone and that the cooperation and agreement of its residents is central to its success. A copy of the policy is available on the Council's website.

3 BACKGROUND

- 3.1 The Regulatory Reform (Fire Safety) Order 2005 places a duty on the nominated 'responsible person' of the organisation to take general fire precautions to ensure, as far as reasonably practicable, the safety of the people on the premises (which in the Council's case includes its residents, their families, visitors, contractors and employees).
- 3.2 The order covers general fire precautions and other safety duties which are needed to protect 'relevant' persons. The order requires fire precautions to be put into place and this policy is intended to set out how the standards will be achieved for our own housing stock.

4 FINDINGS

- 4.1 In 2008 the Council appointed a firm of external consultants to undertake fire risk assessments (FRA) to 361 of its blocks of flats which fall under the Fire Safety Order. The majority of these have now been completed with a list of actions established in those blocks where failures have been identified. The aims of a FRA are to identify the fire hazards, reduce the risk of those hazards causing harm as reasonably practicable and to decide what physical fire precautions and management arrangements are necessary to ensure the safety of people at the premises if a fire does start.
- 4.2 It is clear that a lot of residents living in our flats use the common areas as either storage areas for their belongings (bikes, prams etc) or as an extension of their own accommodation. Although this can make the environment in these areas more

pleasant to live in, they may also create a fire hazard where flammable items are stored or an obstacle to either residents or the Fire Service if a fire actually occurs.

- 4.3 This policy sets up the principal of designating 'safe areas' within each block of flats where certain non flammable items can be stored. A full list of eligible items will be published and residents in each block will be consulted about the proposals before the new policy is implemented. However, it is intended that as the policy is implemented within each block of flats or neighbourhood, residents will agree to sign a Neighbourhood Agreement that sets out what can and can't be stored in the common areas and where such storage will be allowed. It will also set out the roles and responsibilities of both the Council as landlord and local residents. Regular inspections will need to be undertaken to ensure these agreements are adhered to.
- 4.4 The FRAs have detailed a number of fire precaution measures that are required to our blocks of flats and these are dealt with in more detail in the policy document. The majority of these proposals reflect the fact that the Council has a large number of blocks of flats that are over 30 years old and very little investment has been made in keeping the fire precaution measures up to date. The major areas that require attention are:
- Replacing the front doors of flats with 30 minute fire doors.
 - Updating of the fire detection equipment in common areas.
 - Consideration of emergency lighting
 - Fire management plans (evacuation procedures etc)
- 4.5 To identify those blocks of flats that are at highest risk should a fire occur a scoring system has been established with those blocks reaching the highest score being those that will be prioritised as work is undertaken.

5 FINANCIAL IMPLICATIONS

- 5.1 The work required to update the general fire precautions within our blocks of flats to comply with the Regulatory Reform (Fire Safety) Order 2005 has already been identified under the Asset Management Strategy 2009-2015 where for the period 2010-2015 funding of £1,008,000 has been identified to undertake work to 1680 properties.
- 5.2 An additional £500,000 has been identified to help implement this policy across the stock and in particular help to pay for enhanced refuse facilities etc where they are required.

6 TENANT AND LEASEHOLDER CONSULTATION

- 6.1 The Tenant and Leaseholder Committee was consulted on the details of this policy on 11 May 2009. The committee welcomes the plans to undertake more intensive management in communal areas and the introduction of a policy that clearly sets out what can and cannot be stored in communal areas. The committee does however, have concerns that reducing the chance to store certain items in the communal area may cause storage problems for some tenants.
6. Following the publication of the STATUS survey and the Resident Auditor Team's flat survey (both undertaken in 2008) it is clear that the majority of residents in our flats regard the condition of the communal areas in and around our blocks of flats as a high priority for action. The Council accepts that further work is required and adopting

this policy will go some way to ensuring communal areas are improved across our housing stock. However, maintaining, inspecting and enforcing these new standards will be difficult given the high numbers of blocks of flats within our ownership.

5. RECOMMENDED that

- 1) Community – Scrutiny supports and Executive approves the Fire Safety Policy for the Council's housing stock

HEAD OF HOUSING SERVICES

S:LP/PA/Committee/609SCC16
20.5.09

COMMUNITY & ENVIRONMENT DIRECTORATE

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

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EXETER CITY COUNCIL

SCRUTINY COMMITTEE - COMMUNITY 2 JUNE 2009

EXECUTIVE
16 JUNE 2009

CRIME AND DISORDER (OVERVIEW AND SCRUTINY) REGULATIONS 2009

1. PURPOSE OF THE REPORT

To advise members of the new Regulations under the Police and Justice Act 2006 establishing an overview and scrutiny of the work of Crime and Disorder Reduction Partnerships (CDRPs). Exeter's CDRP is called the Exeter Community Safety Partnership.

2. BACKGROUND

2.1 The Exeter Community Safety Partnership was established under the Crime and Disorder Act 1998.

2.2 The current membership comprises:

- Exeter City Council
- Devon and Cornwall Constabulary
- Devon County Council
- Devon and Cornwall Police Authority
- Devon Primary Care Trust
- Devon and Somerset Fire and Rescue Service
- Devon and Cornwall Probation Area of the National Probation Service
- Exeter Business Forum
- Youth Offending Service
- Exeter Council for Voluntary Services
- HM Prison Exeter
- Exeter Drug and Alcohol District Implementation Group
- Devon Partnership NHS Trust
- Magistrate

2.3 Exeter City Council, Devon and Cornwall Constabulary, Devon County Council, Devon and Cornwall Police Authority, Devon Primary Care Trust and Devon and Somerset Fire and Rescue Service are the Responsible Authorities under the Crime and Disorder Act, as amended. Probation are due to be added to the Responsible Authorities list.

2.4 The Responsible Authorities have a duty to prepare strategies to tackle crime, disorder, drugs misuse and "enviro-crime", and now "reducing re-offending" is to be added as a specific responsibility.

3. POLICY INTENTION AND SCOPE

3.1 The Crime and Disorder (Overview and Scrutiny) Regulations 2009 come into force on 30th April 2009. One of the main points of relevance for this council is the

requirement to establish scrutiny arrangements via a Crime and Disorder Committee to oversee the work of CDRPs. The intention is to have 3 main roles for the scrutiny committee:

- Policy development
- Performance monitoring / challenging delivery
- Councillor calls for action on crime and disorder

3.2 There are 4 main areas in the regulations identifying the role of the scrutiny committee:

- Co-option
- Information
- Attendance
- Response

Co-option

The committee may co-opt additional members where it considers this appropriate for the exercise of its functions. This would allow for some “protection” of agencies being scrutinised – as above, the committee “should not be used as a vehicle to hold single agencies to account for individual agency activities and decisions”.

Information

Information must be provided to the committee, on request, unless such information would identify individuals or prejudice operational matters.

Attendance

The committee can require the attendance of any officer from any responsible authority or co-operating body.

Response

The committee may make recommendations, which should be responded to within 1 month, or as soon as possible thereafter. The committee shall “review such responses and monitor the action (if any) taken by the relevant responsible authority”.

4. PROPOSAL

4.1 It is clear that the Crime and Disorder Scrutiny Committee does not have to be a new committee. Officers perceive that this responsibility sits comfortably within the remit of Community Scrutiny.

4.2 It is proposed that there be one occasion per year when the Scrutiny Committee focuses solely on the CDRP, perhaps to receive the annual report of the Partnership. This would constitute a special meeting in addition to the Committee’s normal cycle.

4.3 Thereafter, the committee may wish to have a timed slot on the agenda for crime and disorder business – on at least one other occasion during the year. Any Co-opted members would attend for that part of the meeting. One possibility would be that there is a ‘theme’ focus to the meeting, for example, Alcohol Abuse, Domestic Violence, Anti- Social Behaviour, where the Committee may wish to seek detail from the Partnership on plans and action being taken to address the issue being considered.

4.4 The Regulations suggest that the committee should meet “no less than twice in every twelve month period”, but it could be more frequent if required. Should the Committee consider it necessary, a special meeting could of course be convened.

5. FINANCIAL IMPLICATIONS

There are no financial implications arising out of the report.

6. RECOMMENDATION

- i) The Committee is requested to agree its enhanced role to encompass scrutiny of the Exeter Community Safety Partnership.
- ii) The Committee is further requested to comment on the proposals that appear at section four of this report.
- iii) To request Executive to recommend to Council an addition to the terms of reference of the Scrutiny Committee - Community, enabling that Committee to discharge the functions of a Crime and Disorder Committee to oversee and scrutinise the work of the Exeter Community Safety Partnership.

BINDU ARJOON
ASSISTANT CHIEF EXECUTIVE

CHIEF EXECUTIVE'S DIRECTORATE

Background papers

Crime and Disorder (Overview and Scrutiny) Regulations 2009

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15.5.09

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EXETER CITY COUNCIL

SCRUTINY COMMITTEE - COMMUNITY 2 JUNE 2009

REVIEW OF LEISURE & MUSEUMS STRATEGY

1. PURPOSE OF REPORT

- 1.1 To review progress towards the key outcomes in the strategy, and consider what changes to the strategy might be necessary in the light of altered circumstances.

2. BACKGROUND

- 2.1 Last year, following an extensive consultation process involving a wide range of organisations and individuals, the Council adopted its new Leisure & Museums Strategy, 2007 – 2012. This is the first occasion on which the Committee has had the opportunity to review progress on the strategy. The complete strategy document can be found on the Council's website.
- 2.2 The strategy set out the core business of the Leisure & Museums Unit, the key outcomes it was seeking to achieve on behalf of the Council and, in more detail, the objectives and outcomes of the various services provided by the Unit.

3. CORE BUSINESS OF THE LEISURE & MUSEUMS UNIT

- 3.1 The main activities of the Unit can be summarised in a simple table:

	Learning	Health	Communities	Environment	Quality of Life
Play	X	X	X		X
Museum	X		X		X
Sport and Physical Activity	X	X	X		X
Canal and Countryside	X	X		X	X

- 3.2 Down the left hand side are the four services provided by the Unit, and across the top the five corporate objectives to which the Unit contributes. A blank box indicates that a particular service does not contribute directly to the corporate objective above, although clearly most of them have secondary benefits which they bring to those objectives.
- 3.3 Although the Unit recently shed some work when it re-structured, the essential four core elements of its work remain the same. In fact a large proportion of the capacity which was lost was devoted to community work, but not through any of the four services – it was acquired almost accidentally as part of the Unit's landlord role for community centres owned by the Council.

4. KEY OUTCOMES FOR LEISURE & MUSEUMS

4.1 As the strategy itself points out, key outcomes are hard to quantify and hard to measure, but nevertheless they are the best way of summarising why the City Council maintains the Leisure & Museums Unit, and how its successes or failures should be generally measured.

4.2 Again they outcomes are presented in the form of a table:

Outcome	Measured Against
More people finding inspiration enjoyment and fulfilment from the programmes of the Unit	Baseline survey
More people taking moderate exercise at least 3 times a week	MORI Active People survey 2006
More people taking part in activities and events and getting more out of them	2006 usage figures Satisfaction survey 2006 Individual service surveys and audience research
More people using and helping to take care of the Valley Parks, the Canal and bio-diversity in the city	Current levels of engagement and participation
More groups and organisations engaging with L&M programme in their own neighbourhood, and undertaking independent programmes themselves	2007 assessment
More people more satisfied with opportunities for learning, exercise and with their environment	Satisfaction survey 2006

4.3 Appendix I attempts to analyse how well the Unit has done in achieving those outcomes in the first year of the adopted strategy's life. We have been able to assess the Unit's success with some hard evidence: the Active People survey for example has shown how a much larger proportion of the people of Exeter has been undertaking the advised amount of physical activity (three sessions of at least 30 minutes per week), placing Exeter near the top of the South West league.

4.4 Other elements can only be assessed using our own knowledge of the work: levels of engagement and participation for example. In the case of the first item, people finding enjoyment and inspiration, it was our intention to set up a baseline survey, but this has not yet been possible.

5. SERVICE OUTCOMES

5.1 Appendix II shows the full list of Service Outcomes, 19 in all, plus 9 support outcomes. Some have been successfully delivered, while others have suffered from the recent reductions in expenditure and service – workplace health and Splash most notably. Others again have not been satisfactorily achieved due to pressures of work elsewhere, or changes in policy.

5.2 Beneath the broad objectives set out in the strategy, the general work programme is governed by team based service plans (for museum, countryside, canal, play, sports development and facilities) each of which is driven by the principles in the main strategy.

6. CONCLUSIONS AND TRENDS

6.1 The analysis of outcomes in Appendices I and II suggests a number of interesting observations:

6.2 Usage and participation in Leisure & Museums services has not yet suffered during the recession. Given that most of our services and activities are free or cheap compared to the competition it would be surprising and concerning were it otherwise, but it is useful to know.

6.3 The appetite for involvement in decision making is strong, especially where a sense of community develops round an activity, or opposition to an activity. On the positive side we have seen how well Living Here has grown as a set of loosely connected groups and activities in West Exe, largely self-directed, with the enthusiastic co-operation of existing groups and new ones. More challengingly we have also seen how local communities have thrown up keenly engaged groups who want to involve themselves with the design of parks and play areas. At the public inquiry for the Harbour Revision Order, the Council faced a dedicated team of objectors willing to devote time and effort into opposing a move they strongly disagreed with. The Leisure & Museums team is learning how to manage this process, which is welcome in that it brings local engagement. This does however require additional work to ensure that the less vocal elements of the same community can be heard too and that we fulfil our responsibilities under the Local Government and Public Involvement in Health Act 2007.

6.4 Less effort has gone into working towards the outcomes of the strategy than might otherwise have been the case because of the very large projects the Unit is engaged with – the RAMM development in particular, but also the stalled project for a new pool, and the negotiations round the new Renaissance agreement which came into effect at the beginning of April this year. In addition we had to re-organise the Unit to make expenditure cuts which weren't predicted when the strategy was first begun.

6.5 The level of public satisfaction with our services however is welcome, and we must continue to strive to deserve it, by ensuring widespread activities, good facilities and encouraging imaginative staff in every area.

7. RECOMMENDED

- 1) that the report be noted.

HEAD OF LEISURE & MUSEUMS

S:PA/LP/ Committee/609SCC8
20.5.09

COMMUNITY & ENVIRONMENT DIRECTORATE

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

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Key Unit Outcomes

Outcome	Measured Against	Commentary April 2009
More people finding inspiration enjoyment and fulfilment from the programmes of the Unit	Baseline survey	<ul style="list-style-type: none"> • No baseline survey has been carried out, partly due to other urgent priorities, and partly due to the early departure of the Service Improvement Officer, prior to the end of her 2 year contract. • St Nicholas Priory visitor satisfaction survey is very positive • The active recreation non-user survey showed that barriers to use of our facilities are fairly low, with the main one being cost – cited by 20%
More people taking moderate exercise at least 3 times a week	MORI survey 2006	2006 Survey: 19.7% 2008 Survey: 27.5%
More people taking part in activities and events and getting more out of them	2006 usage figures Satisfaction survey 2006 Individual service surveys and audience research	<ul style="list-style-type: none"> • St Nicholas Priory now open and receiving 10,000 visitors • Sports development numbers static • Most of the centres show an increase in usage in the last year.
More people using and helping to take care of the Valley Parks, the Canal and bio-diversity in the city	Current levels of engagement and participation	<ul style="list-style-type: none"> • Valley Parks volunteers numbers have remained static
More groups and organisations engaging with L&M programme in their own neighbourhood, and undertaking independent programmes themselves	2007 assessment	<ul style="list-style-type: none"> • Local associations have become much more involved in play area design and implementation over the last 2 years, seeking to influence design, content, location and timetable. This is an excellent development, but will place additional

		<p>pressures on staff working on these projects.</p> <ul style="list-style-type: none"> • Project with West Exe Children's Centre (Storytelling Hut) has led to work with several other groups, and spawned similar projects
More people more satisfied with opportunities for learning, exercise and with their environment	Satisfaction survey 2006	2008 survey figures not yet released

S:DSS/PA/Ctee/609SCC8 Appx I

Service Outcomes

Play

Outcome	Priority	Measured Against	Partners	Commentary April 2009
Complete network of fixed play provision for children and young people, including more adventurous play	Health Community Learning Quality	Current provision on catchment map, and 2006 Open Space Audit	Exeter Play Assoc Big Lottery Fund Developers	The network continues to grow, with more adventurous equipment and designs being used in all new and refurbished play areas. For example, two new multi-use games areas in the last year and one more in the pipeline
Support and sustain community-led play development and improvement	Health Communities Learning Quality	Current situation with emerging Exeter Play Association Play Training and Resource Centre developments	Exeter Play Assoc DCC Community Groups	The play rangers have been very successful, and the team continues to work with a wide range of community groups. The Exeter Play Association has not established itself as an independent entity, but it is the vehicle for good consultation and communication in the sector.
Develop network of play rangers both voluntary and paid	Communities Learning Quality	Currently no provision	Big Lottery Fund Exeter Play Association Community Groups	The play rangers scheme is up and running and working across the city, very successfully The team has developed a group from which to draw casual and voluntary assistance.
More courses and development activities at Play Training and Resource Centre	Learning Quality Health Communities	Current events per year	Exeter Play Association DCC	The PTRC now organises and provides free play courses in partnership with DCC Early Years service
Continue Splash Scheme	Communities Learning Quality	Funding currently time-limited	DCC, Police,	Funding from other partners ceased at the end of the last financial year. Splash had become a child-care service, rather than a playscheme, and the Council took the decision not to

				continue as sole funder.
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Sport and Physical Activity

Outcomes	Priority	Measured Against	Partners	Commentary April 2009
Complete plans for service delivery through contracts from 2010	Health Communities Quality	Review only partially complete	Leisure Contractors Carillion/Schools Sport England	Work is running to the timetable to let the contracts in the early part of 2010. A request for expressions of interest goes out in the European Journal in June 2009
Establish work place health programme in the city	Health Communities Quality	Pilot scheme in City Council complete, no external schemes in place	Primary Care Trust Employers' Assocs	Dropped as a result of the reduction in staffing at the end of 2008/9
Clear structure for sports and physical activity development for young people in the city	Health Learning Quality	Community coaching programme in core and focus sports	Active Devon Clubs Exeter School Sports Partnership	Changes instigated by Sport England in their funding and support have not yet found their way to the grass roots. However ECC organised activities remain at the level of previous years, and joint work with the School Sports Partnership has been fruitful
Develop clear strategy for promotion of physical activity to adults	Health Quality	ISCA Active Exercise Referral Scheme. Phase IV Community Cardiac Rehabilitation programme Several schemes and programmes, but no overall structure	Clubs Primary Care Trust RD&E Trust	Little new work has been possible on this in the last year, and Cardiac Rehabilitation was also a casualty of the recent cuts, as the City Council was bearing the entire cost of what is really a PCT service.
Develop clear strategy for promotion of physical activity to older	Health Quality	Nothing in place	Primary Care Trust Social Services Clubs Voluntary	Free swimming for the over 60's has begun

people			Organisations	
Complete network of fixed play provision for age groups up to 18, including more adventurous play	Health Communities Learning Quality	Current provision on catchment map and Open Space Audit 2006	Exeter Play Assoc Big Lottery Fund	The network continues to grow, with more adventurous equipment and designs being used in all new and refurbished play areas. For example, two new multi-use games areas in the last year and one more in the pipeline
Continue to develop major sports events	Health Communities Quality	Current irregular provision	Sport England National and Regional Governing bodies of sport University	Although the team will continue to take opportunities where they can, this has also been a victim of last year's cuts.

Museum

Outcomes	Priorities	Measured against	Partners	Commentary April 2009
Wide and inclusive access to the collections and activities <i>1: curriculum education</i>	Learning Communities Quality	Audience data	MLA – SW Community organisations Schools	Direct work with schools has continued in spite of the closure of the main building. Education staff visit schools and the opening of St Nicholas Priory now offers a very rich Tudor experience to many children from all over Devon
Wide and inclusive access to the collections and activities <i>2: community outreach</i>	Learning Communities Quality	Audience benchmark data	MLA – SW Community organisations	The closure of RAMM has enabled the team to provide activities and exhibitions in a range of settings not otherwise possible, all over the South West. In particular, Living Here, an experiment in museum outreach has been very successful and has been nominated for a national award

Wide and inclusive access to the collections and activities <i>3: Information and Communications Technology</i>	Learning Communities Quality	Audience benchmark data Web hits	MLA – SW Community organisations Schools	The museum has an ambitious and wide reaching plan to operate a range of “web 2.0” applications, (blogging, podcasts, Facebook etc) and to put major elements of the catalogue on line. Issues with technology and outside suppliers have delayed the launch, but the outcome will be exciting when ready.
Wide and inclusive access to the collections and activities <i>4: Promotion, welcome and encouragement</i>	Learning Communities Quality	Audience benchmark data Visitor numbers and dwell times Audience surveys Representative of population	MLA – SW Community organisations Other cultural providers	RAMM continues to measure its usage, and to talk to its visitors and adapt and develop accordingly
Improving levels of documentation and collections care	Learning Quality	Accreditation	MLA – SW	The initial backlog of documentation has now nearly been overcome, so that very soon all museum objects will be recorded at the basic level.
High quality temporary exhibitions and events programme	Learning Quality Communities	Visitor satisfaction surveys Visitor numbers	National museums MLA-SW Libraries and Archives Hub Museums	Exhibitions have been held in a wide variety of settings, including other museums, the Guildhall, Powderham Castle, schools and Bickton.
South West Hub membership and through this its development of a wider regional role	Learning Communities Quality	Annual Hub reports	Hub Museums Museums in Devon	The SW Hub has just achieved approval for its 2009 – 2011 business plan, for which funding has been reduced. The future of the Renaissance funding programme beyond that is in some doubt.

Canal and Countryside

Outcomes	Priorities	Measured Against	Partners	Commentary April 2009
Programme of activities and courses in Valley Parks	Learning Communities Physical Activity Environment	Currently low level of activity	British Trust for Conservation Volunteers Natural England Environment Agency	In 2006 100 people attended events, in 2009 this was 700. However the Countryside team now has only 2 members again, and future numbers will drop.
Develop voluntary support for activities and protection, including community based friends' groups	Learning Communities Physical Activity Environment	Low level activity at present	Community associations BTCV Friends organisations	Jointly organised events with BTCV have proved very fruitful. Much work has been invested in the Wild City Project, which will incorporate many volunteers. A key part of this is a bid for substantial Access to Nature funding
Interpretation of canal and parks	Learning Environment	Several separate schemes in place	Heritage organisations	A number of new panels and hides have been installed on the canal and in the wetlands
Develop facilities and opportunities at Turf, Topsham,	Physical activity Communities Environment	Current situation	Voluntary organisations Environmental organisations Private sector	The team continues to provide new pontoons, electricity supplies and other facilities

the Basin and elsewhere along the canal				
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Evaluating Performance

Outcomes	Measured Against	Commentary April 2009
Develop 5 year programme to research all audiences and potential audiences	Current situation, where only the museum has been collecting data	More work is being done in terms of collecting data and doing surveys, particularly round the leisure centres
Create audience development plan or equivalent for each service	Only in place for museum	No work to date
Create framework for evaluating progress against strategic outcomes	None in place	This annual report to committee is a good framework for evaluating progress.
Create Unit consultation framework	None in place	Work was underway with the Service Improvement Officer, and good progress was made, but the deletion of that post means that while consultation will continue, it will be ad hoc rather than planned centrally by the unit.

Improving Performance

Outcomes	Measured Against	Commentary April 2009
Achieve Charter Mark	Current situation	Done
Review services as if CPA Culture Block criteria applied	Best Value Performance Indicators	CPA no longer exists. The new extended Active People Survey, which collects data for the four cultural National

		Indicators (participation in sport, libraries, museums and the arts) offers a good way of comparing this unit's performance with that of all other councils, across the cultural spectrum
Consider use of culturally specific schemes such as TAES for ECC and QUEST for contractors.	None currently in place	With Charter Mark in place, the Unit management does not consider it necessary to seek further accreditations, but leisure contractors will be required to be Quest accredited.
Full strategy review mechanism	This strategy	First year review now complete
Create Unit consultation framework	None in place	Done

S:PA/LP/Cttee/609SCC8
8.5.09

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EXETER CITY COUNCIL

SCRUTINY COMMITTEE - COMMUNITY 2 JUNE 2009

COMMUNITY SCRUTINY REVENUE FINAL ACCOUNTS 2008-09

1. PURPOSE OF REPORT

- 1.1 This report advises Members of the overall financial performance of the Community and Environment Directorate for the 2008-09 financial year ended 31 March 2009.

2. INFORMATION

- 2.1 During the course of the financial year ending 31 March 2009, regular reports were made to this committee on the estimated revenue outturn.
- 2.2 As in previous years a technical adjustment to the accounts for pension contributions (FRS17) has been made in line with required accounting practice. This amendment is reversed out to show the actual cost to the Council and therefore has no impact on the Council Tax. The treatment is similar to the way we account for capital charges, and the impact is shown for each management unit in the appendix to this report.
- 2.3 As in 2007/08 a further technical adjustment has been made in respect of deferred charges and deferred contributions. In respect of deferred charges, the government allows councils to treat some revenue expenditure as capital expenditure e.g. grants to Housing Associations, grants to improve or develop assets owned by others (eg science park contributions and enhancements to the city centre). This expenditure must be shown in the revenue accounts for the year but it is financed by the use of capital receipts or borrowing and therefore these charges are removed from the net cost of services to ensure that they do not impact on the Council Tax requirement.
- 2.3.1 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.
- 2.4 In 2008/09 Impairment costs have also been charged to some management units. Each year our Estates Management team are required to assess whether our individual property values have fallen, either because of a particular problem with an asset (known as consumption of economic benefits) or because of a general fall in market values. This year, the global recession has had a significant impact on property values and Exeter has not been immune to this. Therefore some of our properties have dropped significantly in value. Accounting rules require this drop in value in many cases to be charged to the service responsible for the asset. However, the Council is allowed to reverse out the charge below the line to a capital reserve on the Balance Sheet so that there is no impact on the Council Tax.

2.5 The final actual outturn has now been calculated, and the report below highlights the major differences by management unit from the approved annual budget after adjusting for supplementary budgets and impairment costs as explained in paragraph 2.5. The total variation for the year shows a surplus of £1,614,698 against the budget, with a final surplus of £1,761,118 after accounting for Revenue Contributions to Capital and transfers to earmarked reserves.

2.6 The main variations by management unit are detailed below:

	£
2008-2009 REVISED ESTIMATE INCLUDING IMPAIRMENT COSTS	17,739,895
81A1 ENVIRONMENTAL PROTECTION	(125,608)

Capital charges in this service were £11,458 less than the estimate, and the FRS 17 recharge was £14,753 less than the estimate (see para 2.3 and 2.4 above).

The vacancy in the litter enforcement team continued following the decision to discontinue the service from 31st March 2009, resulting in a net saving. The remaining grant received from the Department of Health in connection with implementing the smoking ban was used to partly fund this service, reducing the cost further.

Service charges and utility costs in the CCTV Control Room were less than the estimate.

Various savings arose against the estimates for supplies and services in this unit.

A backdated increase in the Supporting People grant was received.

81A2 CLEANSING SERVICES	(343,016)
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Capital charges in this service were £3,396 more than the estimate, and the FRS 17 recharge was £56,284 less than the estimate (see para 2.3 and 2.4 above). The recharge from the Asset Improvement and Maintenance Scheme (AIMS) was £23,877 more than the estimate.

A Local Public Service Agreement in respect of Street Cleansing has resulted in a Performance Reward Grant including a revenue allocation of £122,781.

Utility costs in Public Conveniences were less than the estimate.

The budget for purchasing litter bins was not fully spent; the resulting saving was utilised to fund the cost of additional bins in the Recycling service (81B6 below).

A budget for driver training was not utilised.

Operational outturn (see trading accounts attached):

- Labour costs were reduced throughout the service as a result of efficiencies.
- Income from the Garden Waste service exceeded the estimate
- The new Trade Recycling service generated more income than the estimate, and also contributed to a significant reduction in the cost of disposing of trade waste. These factors combined with other

efficiencies resulted in a higher surplus from the Trade Waste Collection service than the estimate.

81A3 LICENSING, FOOD, HEALTH & SAFETY (136,897)

The FRS 17 recharge to this unit was £3,332 less than the estimate (see para 2.3 above).

Savings have arisen in respect of vacant posts in the unit.

The recharges from Legal Services and Administration Services were less than the estimate, while the recharge from IT services increased as a result of work on the risk register.

The £16,473 surplus on the vehicle licensing service will be transferred to an earmarked reserve.

81A4 TECHNICAL AND AGENDA 21 (101,281)

The FRS 17 recharge to this unit was £2,952 less than the estimate (see para 2.3 above).

Expenditure on software and equipment maintenance was less than the estimate.

Support service recharges were less than the estimate.

A £50,000 Revenue Contribution to Capital Outlay (RCCO) will be paid from this unit in respect of the Warm Up Exeter project. This is funded by the Climate Change Levy on car parking expenditure. This funding has also been used to fund various revenue projects, and £15,703 will be transferred to an earmarked reserve to enable ongoing projects to be completed.

81A5 WATERWAYS & COUNTRYSIDE 115,117

Capital charges in this service were £1,209 less than the estimate, and the FRS 17 recharge was £6,026 less than the estimate (see para 2.3 and 2.4 above). The recharge from the Asset Improvement and Maintenance Scheme (AIMS) was £41,088 less than the estimate.

The cost of work towards the new harbour authority exceeded the estimate by £90,066; these additional costs are to be funded from general reserves as approved by Executive in June 2003.

Staff costs in Countryside Services exceeded the estimate due in part to the extension of a post within the section. This overspend was approved by Executive in September 2008 as part of the Leisure and Museums restructure. Additional staffing costs also arose as a result of long-term sickness.

The cost of utilities and the management fee to Exeter Canal and Quay Trust exceeded the estimate.

Boat, buoy and fleet maintenance costs exceeded the estimate, partly in respect of expenditure on pontoon equipment.

Income received from canal licences and boat storage charges exceeded the estimate.

81A6 GROUNDS MAINTENANCE

90,187

Capital charges in this service were £2,467 more than the estimate, and the FRS 17 recharge was £17,899 less than the estimate (see para 2.3 and 2.4 above). The recharge from AIMS was £48,393 more than the estimate.

Expenditure in respect of the tree management programme exceeded the estimate; this will be partially funded from an earmarked reserve.

There has been a restructure affecting this service and Cemeteries & Crematorium (81B2), which resulted in additional costs in this unit and a corresponding saving in 81B2.

Vacancies have led to a reduction in non-operational staff costs compared with the estimate.

A refund of National Non-Domestic Rates (NNDR) was received resulting in a saving.

Expenditure on utilities, especially water, exceeded the estimate.

Expenditure on unadopted land and dealing with travellers was less than the estimate.

The recharge from Cleansing Services was less than the estimate. Support Service recharges exceeded the estimate.

Income from sports and events was less than the estimate.

Operational outturn (see trading accounts attached):

- The restructure of this unit and Bereavement Services resulted in additional costs in the operational accounts (see 81B2)
- As previously reported, this service was adversely affected by the weather conditions in the summer of 2008, resulting in higher costs.
- Additional costs arose in respect of running and maintaining vehicles and plant.
- Long term sickness resulted in higher levels of non productive time than the estimate.

81A7 MUSEUMS SERVICE

(21,307)

Capital charges in this service were £58,137 more than the estimate, and the FRS 17 recharge was £10,340 less than the estimate (see para 2.3 and 2.4 above). The recharge from AIMS was £5,581 more than the estimate.

Staff costs are less than the estimates as a result of vacancies in this service.

Utility costs at the Royal Albert Memorial Museum and the Museum Store exceeded the estimate; in addition, costs in respect of trade refuse and other maintenance costs at the Royal Albert Memorial Museum have been incurred. This has been offset by a saving on utility costs at Rougemont House and St Nicholas Priory.

NNDR in respect of the Royal Albert Memorial Museum and the new

museum store were less than estimated. In addition an NNDR refund has been received in respect of the RAMM due to a rates revaluation for a period prior to the museum closing for redevelopment

Expenditure on marketing, printing, stationery and event promotion were less than the estimate; this has been partially offset by additional expenditure on exhibitions exceeding the budget

Fleet maintenance costs exceed the estimate

There has been a reduction in income from a non-operational property and from day admissions

81A8 CONTRACTED SPORTS FACILITIES 88,620

Capital charges in this service were £71,660 more than the estimate (see para 2.4 above). The recharge from AIMS was £12,979 less than the estimate.

Expenditure has been incurred in respect of backdated utility charges for the contracted sports facilities as required in the Leisure Management Contact, this additional expenditure will be funded from an earmarked reserve

A refund of NNDR has been received reducing the net cost from the original estimate.

Trade refuse charges exceeded the estimate.

81A9 OTHER SPORTS FACILITIES (11,708)

The FRS 17 recharge in this unit was £3,088 less than the estimate (see para 2.3 above). The recharge from AIMS was £9,928 more than the estimate.

Savings have arisen on the maintenance and NNDR estimates at Clifton Hill Driving Range, this has been partially offset by a reduction in rental income from the site as per the new lease agreement.

Additional income has arisen as a result of profit sharing at the Isca Centre.

81B2 CEMETERIES & CREMATORIUM (21,253)

Capital charges in this service were £5,040 less than the estimate, and the FRS 17 recharge was £6,285 less than the estimate (see para 2.3 and 2.4 above). The recharge from AIMS was £950 more than the estimate.

There has been a restructure affecting this service and Grounds Maintenance (81A6), which has resulted in a saving in this unit and corresponding additional costs in 81A6.

Income from burials was less than the estimate, but this was substantially offset by increased income from headstone fees and from the Gardens of Remembrance

A £19,995 RCCO will be paid from this unit in respect of the purchase of a gravedigger.

81B3 PROPERTIES (12,022)

Capital charges in this service were £2,429 more than the estimate (see para 2.4 above). The recharge from AIMS was £6,884 more than the estimate.

Additional net income arose in this service.

81B5 COMMUNITY OUTREACH 27,360

Capital charges in this service were £399 more than the estimate, and the FRS 17 recharge was £6,051 less than the estimate (see para 2.3 and 2.4 above). The recharge from AIMS was £1,115 less than the estimate.

Redundancy costs have arisen in this service. A saving has arisen on staffing costs due to a vacant post.

Income from the Scrapstore exceeded the estimate; this increased income is offset by an overspend on the marketing and events estimates within the management unit.

Expenditure in respect of display expenses, marketing, publications and leaflets have exceeded the estimate; this expenditure has been offset by savings on the equipment tools and materials and the coaching programme and events estimates.

Additional costs arose in respect of the Splash Scheme, which will be partly funded from an earmarked reserve. The additional costs in respect of the Leisure and Museums restructuring have also been included.

Costs in respect of fleet maintenance and additional hire vehicles have exceeded the budget

81B6 RECYCLING (193,763)

Capital charges in this service were £18,043 less than the estimate, and the FRS 17 recharge was £8,512 less than the estimate (see para 2.3 and 2.4 above). The recharge from AIMS was £57,800 less than the estimate.

A saving arose on staffing costs due to vacant posts during the year.

Additional income arose from a Performance Reward Grant.

Operational outturn (see trading accounts attached):

- Income from the sale of recycled materials exceeded the estimates.
- Expenditure on maintaining the plant was less than the estimate.

81B9 ADMINISTRATION SERVICE (3,000)

The FRS 17 recharge was £6,670 less than the estimate (see para 2.3 above).

Savings in staffing costs were expected to arise as a result of the introduction of the new corporate financial system, and a target saving was incorporated into the estimate for this service. However, the staffing reductions anticipated have not yet been fully realised as a result of some initial problems with the system, and the saving was therefore less than

originally expected.

Savings arose in respect of Liability Insurance, training and support services.

Costs of a software licence were less than the estimate.

The cost of this unit is fully recharged to other services.

81C1 HOME AID (992)

Fee income in respect of disabled facility and renovation grant work undertaken by the DCHA Care and repair team is exceeded the estimate. The fee income is due to ECC as part of the Devon wide Home Improvement Agency contract.

81C2 ADVISORY SERVICES 194,891

Capital charges in this service were £2,414 more than the estimate, and the FRS 17 recharge was £9,332 less than the estimate (see para 2.3 and 2.4 above).

Income from benefits exceeded the estimates, but was offset by increased costs of bed and breakfast accommodation. An additional contracted property will mean that the serviced temporary accommodation estimate will be exceeded; this additional property is expected to reduce the use of bed and breakfast accommodation in the long term.

Partner contributions and a grant from the Department for Communities and Local Government has funded the expenditure incurred in respect of the Devon Wide Home Choice Scheme

Expenditure on handing back private sector leased properties and void repairs to private sector leased properties have exceeded the estimate; this additional expenditure has been offset by a saving on reactive repairs to the properties. A proportional of the additional expenditure will have been recovered from tenants where applicable.

Costs have been incurred in respect of utilities, cleaning and trade refuse at various leased properties

Additional expenditure on agency staff and staff training has arisen, which is partly offset by savings from vacant posts.

Expenditure was incurred in respect of the Private Sector Housing Options scheme. This scheme offers incentives and grants to private sector landlords to encourage them to let homes to Council nominees; it also offers incentives to promote lodging schemes and the use of empty homes in the private sector. The additional expenditure in relation to this scheme is being funded by the transfer of a commuted sum from the capital programme.

81C3 HOUSING PARTNERSHIP (1,051,772)

Capital charges in this service were £1,066,277 less than the estimate, and the FRS 17 recharge was £5,770 less than the estimate (see para 2.3 and 2.4 above).

Additional expenditure was incurred due to the implementation of the

Registered Social Landlord downsizing scheme; this expenditure will be funded from the transfer of a commuted sum from the capital programme.

Agency staffing costs in respect of the Extralet scheme exceeded the estimate; staff training costs have exceeded the budget, the additional costs have been offset by savings on advertising, printing, stationery and telephone budgets

Repairs to properties in the Extralet scheme have exceeded the budget; some of costs in respect of the repairs have been recovered from tenants where applicable.

Costs in respect of the Empty Homes Initiative are less than the budget; the underspend will be transferred to the earmarked reserve for the initiative.

Expenditure in respect of the Housing Market Assessment Survey has been incurred; this expenditure will be funded from an earmarked reserve.

81C4 PRIVATE SECTOR HOUSING (143,665)

Capital charges in this service were £146,654 less than the estimate, and the FRS 17 recharge was £2,426 less than the estimate (see para 2.3 and 2.4 above).

Savings have arisen in respect of staffing and administrative costs.

Additional costs arose in respect of a property that was boarded up.

De minimus grant repayments are no longer credited to this unit following a change in accountancy practice, thus increasing the net cost of this service.

A surplus arose from hosting a course.

81C6 CONTRACTS AND DIRECT SERVICES 25,411

Capital charges in this service were £3,409 more than the estimate, and the FRS 17 recharge was £21,773 less than the estimate (see para 2.3 and 2.4 above).

The cost of this unit is fully recharged to other services apart from late adjustments to the Contracts Unit and the Building & Electrical Service Team trading accounts which have not been recharged.

2008-2009 FINAL OUTTURN 16,115,197

TRANSFERS TO / (FROM) RESERVES (206,415)

REVENUE CONTRIBUTIONS TO CAPITAL 69,995

TOTAL NET EXPENDITURE 15,978,777

3. RECOMMENDED

That Scrutiny Committee – Community note this report.

DIRECTOR OF COMMUNITY
AND ENVIRONMENT

HEAD OF TREASURY SERVICES

S:PA/LP/Committee/609SCC12
21.5.09

**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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SCRUTINY COMMITTEE - COMMUNITY AND ENVIRONMENT

APRIL 2008 TO MARCH 2009

ANNUAL BUDGET	SUPPLEMENTARY BUDGETS AND VIREMENTS	IMPAIRMENT	REVISED BUDGET	CODE		OUTTURN	OUTTURN VARIANCE
£	£		£			£	£
1,313,000	0		1,313,000	81A1	ENVIRONMENTAL PROTECTION	1,187,392	(125,608)
3,705,600	25,680	67,969	3,799,249	81A2	CLEANSING SERVICES	3,456,233	(343,016)
529,970	0		529,970	81A3	LICENSING, FOOD, HEALTH & SAFETY	393,073	(136,897)
294,450	0		294,450	81A4	TECHNICAL & AGENDA 21	193,169	(101,281)
770,050	21,000	380,000	1,171,050	81A5	WATERWAYS & COUNTRYSIDE	1,286,167	115,117
1,898,440	26,220		1,924,660	81A6	GROUND MAINTENANCE	2,014,847	90,187
1,526,150	60,700		1,586,850	81A7	MUSEUMS SERVICE	1,565,543	(21,307)
1,228,320	1,500		1,229,820	81A8	CONTRACTED SPORTS FACILITIES	1,318,440	88,620
103,750	1,500		105,250	81A9	NON-CONTRACTED SPORTS FACILITIES	93,542	(11,708)
348,770	124,300		473,070	81B2	CEMETERIES & CREMATORIUM	451,817	(21,253)
55,020	1,750		56,770	81B3	PROPERTIES	44,748	(12,022)
474,840	0		474,840	81B5	COMMUNITY OUTREACH	502,200	27,360
652,460	0	299,583	952,043	81B6	RECYCLING	758,280	(193,763)
0	3,000		3,000	81B9	ADMINISTRATION SERVICE	0	(3,000)
35,490	0		35,490	81C1	HOME AID	34,498	(992)
848,610	0	35,003	883,613	81C2	ADVISORY SERVICES	1,078,504	194,891
2,051,260	0		2,051,260	81C3	HOUSING PARTNERSHIP	999,488	(1,051,772)
767,770	13,900		781,670	81C4	PRIVATE SECTOR HOUSING	638,005	(143,665)
73,840	0		73,840	81C5	SUNDRY LANDS MAINTENANCE	73,840	0
0	0		0	81C6	CONTRACT & BUILDING SERVICES	25,411	25,411
0	0		0	81C7	DIRECTOR COMMUNITY/ENVIRONMENT	0	0
LESS: RECHARGEABLE BUDGETS							
16,677,790	279,550	782,555	17,739,895	NET EXPENDITURE		16,115,197	(1,624,698)
TRANSFERS TO / (FROM) EARMARKED RESERVES							
						- 81A8	10,000
						- 81A9	(100,207)
						- 81A3	16,473
						- 81A4	15,703
						- 81A6	(107,620)
						- 81B5	(11,360)
						- 81C3	(29,404)
REVENUE CONTRIBUTIONS TO CAPITAL (RCCO)							
						- 81A4	50,000
						- 81B2	19,995
OUTTURN FORECAST AFTER ADJUSTING FOR MOVEMENTS ON RESERVES ETC						15,978,777	
REVISED BUDGETS AFTER ADJUSTMENT FOR IMPAIRMENT						17,739,895	
ADJUSTED VARIANCE						(1,761,118)	

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EXETER CITY COUNCIL
SCRUTINY COMMITTEE - COMMUNITY
2 JUNE 2009

HOUSING REVENUE ACCOUNT
FINAL ACCOUNTS 2008-2009

1 PURPOSE OF REPORT

- 1.1 To advise members of the overall financial performance of the Housing Revenue Account (HRA) for the 2008-2009 financial year ended 31 March 2009.

2 HOUSING REVENUE ACCOUNT (Appendix A)

- 2.1 During the financial year regular reports were made to this committee on the estimated outturn and variance in the working balance. The final outturn has now been calculated, and the report below highlights the major differences by Management Unit from the approved annual budget.
- 2.2 There is a net deficit of £252,926 for the year, which has resulted in a reduction of £262,600 in the revenue contribution to capital expenditure and a transfer of £9,764 to the working balance at 31 March 2009. The working balance has therefore been increased to £2,858,265 at 31 March 2009.

3 MAIN VARIATIONS

The main variations by management unit are detailed below:

2008-2009 ESTIMATED REQUIREMENT FROM WORKING BALANCE	£
	0

85A1 MANAGEMENT

17,254

There are saving on salaries due to various vacant posts between April and June, the Housing Manager post was vacant until 1 July 2008. This has been partly offset by agency staff costs.

There is an increase in utility costs, tenants' removal costs and legal expenses. Tenant participation and equipment tools and materials have also exceeded the budget.

Transport costs have exceeded the budget due to essential user lump sum now being assigned to various posts.

There has been 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.

This has been offset by additional Supporting People Grant income in respect of sheltered accommodation back dated to April 2003; this is due to previous changes of tenancies, and a reduction in support service costs recharged to the HRA.

85A3	SUNDRY LANDS MAINTENANCE There has been a reduction in respect of initial cultivations in the assisted garden maintenance contract together with a reduction in the cost general estates maintenance for 2008/09.	(26,643)
85A4	REPAIRS FUND CONTRIBUTION There has been a significant (£455K) increase in the cost of Housing reactive maintenance in 2008/09, including the repair cost to void properties and electrical work. As a result there has been a reduction in the funding of capital schemes from revenue (£263K). The balance of the overspend has been funded from additional rent and a reduction in other costs.	192,826
85A6	CAPITAL CHARGES Additional costs have been incurred in respect of the redemption of a finance lease	7,111
85A8	RENTS A reduction in the number of Right To Buy sales in 2007-08 and 2008-09 has resulted in an increase in the rent collectable. This has been offset by a reduction in the garage rent collected (£17K) due to an increase in void garages.	(235,786)
85B1	GOVERNMENT SUBSIDY There has been an adjustment to the amount payable in respect of the HRA Subsidy for 2008/09.	(10,834)
85B2	INTEREST There has been a reduction in investment interest received (£42K) as a result of lower interest rates due mainly to the economic downturn in 2008/09; there has also been a reduction in the mortgage interest (£4K) as a result of additional early redemptions in respect of mortgage debt.	46,398
2008-2009 TRANSFER TO THE WORKING BALANCE		£ (9,674)

4 RECOMMENDED

That Scrutiny Committee- Community note this report.

DIRECTOR CORPORATE SERVICES

DIRECTOR COMMUNITY AND ENVIRONMENT

S:DSS/PA/LP/Cttee/609SCC13
20.5.09

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

SCRUTINY COMMITTEE - HOUSING REVENUE ACCOUNT

Appendix A

FINAL ACCOUNTS 2008-09

Code	Approved Annual Budget	Outturn	Movement
	£	£	£
85A1 Management	2,894,900	2,912,154	17,254
85A3 Sundry Lands Maintenance	279,160	252,517	(26,643)
85A4 Repais Fund Contribution	7,735,840	7,928,666	192,826
85A6 Capital Charges	16,510	23,621	7,111
85A8 Rents	(14,905,670)	(15,141,456)	(235,786)
85B1 Government Subsidy	4,425,560	4,414,726	(10,834)
85B2 Interest	(446,300)	(399,902)	46,398
85B4 Variance in Working Balance	0	0	9,674
Net Expenditure	0	(9,674)	(0)
Working Balance	2,848,591		2,858,265

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EXETER CITY COUNCIL

SCRUTINY COMMITTEE - COMMUNITY 2 JUNE 2009

SCRUTINY COMMITTEE - RESOURCES 17 JUNE 2009

AIM PROPERTY MAINTENANCE OUTTURN REPORT 2008/2009

1 PURPOSE OF THE REPORT

- 1.1 This is the fourth quarterly/outturn report, covering the period from January to March 2009 (but including updated figures at 29 April 2009). The outturn report details the financial position of the £7m programme of reactive and planned property maintenance and refurbishment at the end of 2008/9, but before final closure of accounts. This report covers just Revenue funded housing and non-housing schemes as approved by Council for the financial year 2008/2009. In some cases this programme further includes budgets for schemes rolled forward from 2007/2008. Where necessary this report will provide specific details on significant programme variations.

2 BACKGROUND

- 2.1 The Council approved the following:

	£
(a) Housing Reactive Repairs	3,419,600
(b) Housing Servicing Contracts	625,710
(c) Housing Maintenance Works	568,500
(i) Service Recharges	276,630
(h) Lease Requirements	101,330
(d) AIM Priority Programme	1,007,840
(j) AIM Reactive Repairs	515,760
(g) AIM Service Contracts	352,530
(k) AIM Operational Essentials	123,790

Total £ 6,991,690

- 2.3 The level of spending against the specifically monitored budgets in 2008/2009 above shows underspend of £111,000 overall (1.6%).

A copy of the full financial monitoring report is available on the Council's website.

HOUSING

- 2.4 **Housing Reactive Repairs Generally – overall budget £3,419,600**

This budget is split into eight separate parts in order to better raise and monitor orders and control work and costs. As all these provisions are for works of a reactive nature it is difficult to predict the extent or pattern of likely expenditure in the year. However, spending in this year brings overspend of some £189,000. This overspend has arisen due to a general increase in the cost of repairs and an increased amount

of reactive repair orders issued. Nevertheless such overspend has effectively been negated due to savings on other revenue based budgets and the use of contingency funds allocated for Housing Services

2.5 Gas and Central Heating Servicing – budget £515,000

This budget is set to provide the statutory requirement to inspect and service gas appliances in tenanted properties on an annual basis. Over time, whilst the actual cost in carrying out such servicing work has risen, costs have also risen due to the increasing numbers of gas appliances fitted as a result of the extensive central heating installation programme. Spending this year shows overspend in the order of £22,000, but such overspend is compensated by use of contingency sums.

2.6 Fire Alarms/Emergency Light Testing – budget £22,660

This budget is set to provide the statutory requirement to test fire alarms and emergency lights in sheltered accommodation on an annual basis. This year additional costs have been incurred due to maintenance needs allied to these testing regimes. Overspend of some £5000 has occurred.

2.7 Lift Maintenance – budget £12,730

This budget was originally set to cover for repairs and maintenance work ostensibly to passenger lifts. However, with the amount of repairs needed this year spending has exceeded the budget by some £6,000. This situation has arisen mainly due to the number of stair lifts which have since been installed to tenanted properties. After their warranty period has expired, the amount of repair work required in respect of these stair lift installations has increased expenditure against this budget.

NON-HOUSING

2.8 City Wall Repairs – budget £57,000

This budget was set to deal with repairs and preventative maintenance to various parts of the City wall. The overspend of £8000 expected when final costs are established has occurred due to issues in overcoming the proximity of gas service pipework and fibre optic cabling issues when carrying out repairs.

2.9 Chapels at Higher Cemetery Repairs – budget £57,000

Repairs required at this location to deal with the issue of water ingress from roof and through walls proved more costly than envisaged. When scaffolding was erected to allow better inspection of the roof and walls unforeseen problems were revealed that required urgent attention. Consequently overspend of some £15,000 was incurred.

2.10 Non-Housing Reactive Repairs Generally – overall budget £515,760

This budget is split into ten separate parts in order to better raise and monitor orders and control work and costs. As all these provisions are for works of a reactive nature it is difficult to predict the extent or pattern of likely expenditure in the year. Consequently whilst six of these part budgets indicate overspend this year, this is part compensated by underspend elsewhere within the overall budget provision for reactive repairs. Nevertheless, against this particular overall budget, overspend of some £133,000 has been sustained this financial year.

2.11 **Operational Essentials Generally – overall budget £123,790**

This budget is split into four separate parts in order to properly allocate requisite amounts to certain facilities. This allows facility managers to have transparent financial support to enable them to more quickly and easily organize repair and maintenance issues to keep facilities open and safe for the public. Again, repair issues are difficult to predict and therefore financial provisions can prove to be adequate or less so. Consequently one of these budget parts, specifically relating to spending the Canal provision, has brought overspend of some £26,000 but this is more than balanced by underspend elsewhere within the overall budget for operational essentials.

3 RECOMMENDED

- (1) that the outturn financial position of the £7m programme of reactive and planned property maintenance and refurbishment for 2008/2009, as detailed above be noted.

HEAD OF CONTRACTS AND DIRECT SERVICES
HEAD OF HOUSING
HEAD OF ESTATES
HEAD OF TREASURY SERVICES

S:PA/LP/ Committee/609SCC9
20.5.09

COMMUNITY & ENVIRONMENT 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 2 JUNE 2009

PROPERTY MAINTENANCE PROPOSED PROGRAMME REPORT 2009/2010

1 PURPOSE OF THE REPORT

- 1.1 To detail the proposed programme of property asset related project work in relation to the budgets set for 2009/10 in respect of reactive and planned property maintenance and refurbishment. This report covers capital and revenue funded housing and non-housing projects as approved by Council for the financial year 2009/2010. Such projects are to be monitored by the Asset Improvement and Maintenance (AIM) group. Not all the projects listed are construction projects, for example, some relate to feasibility or consultancy provisions for future schemes.

2 BACKGROUND

- 2.1 Details of the actual property asset related projects involved and the planned programmes, where available, are given in the Appendix to this report, a copy being made available in the Members' Room and on the Council's website.

Categories of work

- 2.2 There are basically three categories of work listed in the Appendix;
- Servicing work – this being work where an annual servicing regime to appliances such as gas or electrical services is carried out. The work is continuous and completed in stages throughout the year. The programme in such cases is therefore generally described as `ongoing` in the Appendix.
 - Reactive repairs – as these works cannot be predicted and arise through breakdowns or faults being reported, the programme is similarly marked as above.
 - Project work – these are generally specific one-off type works which have to be designed to suit the circumstance when a specific procurement and delivery process has to be developed. These projects have a designated start and end and ideally should be completed within the financial year.
- 2.3 Whilst some of the generally less complex asset related work may be arranged and supervised by client officers themselves, where specific technical designs and construction contracts are needed the work is organised and supervised on behalf of the client by either Contracts and Direct Services or Engineering and Construction.

Risks to the Programme

- 2.4 With all work plans there are always several risks that, when they arise, can delay or hinder project progress. These risks often mean that plans have to be changed during the year. The risks can be summarized as follows:
- Not having sufficient financial resources

- ❑ Not having sufficient staff resources
- ❑ Inability to attract contractors or consultants
- ❑ Inordinate lead in times for materials, plant or appliances
- ❑ Delays caused by uncontrollable events
- ❑ Unforeseen problems arising when work is opened up
- ❑ Inability of the facility to enable construction work to be carried out safely when the facility needs also to maintain its service to the public (eg Corn Exchange and Livestock Market)

The Scheduled Work

- 2.5 A brief explanation of some of the larger value asset related projects listed in the Appendix is given below.

HOUSING

- 2.6 **Adaptations – budget £400,000**

This budget has been set to enable relatively small adaptation work to be carried out to homes to enable less able persons to remain in their home. The work will, for example, encompass the installation of walk-in showers, installing ramps and handrails. The adaptations are planned such that they are shared out through the year to a group of smaller contractors who are well experienced in this field of work

- 2.7 **Bathroom Replacements – budget £366,750**

This year continues the bathroom replacement programme to deliver the decent homes standard. Over time we have sought to reduce the costs involved in bathroom installations. Consequently we now buy the bathroom fittings at pre-tendered and agreed competitive prices from a local supplier through the Procurement for Housing buying consortium initiative. The installation work is then organized to be carried out separately by our term contractor.

- 2.8 **Central Heating Installation – budget £377,680**

With the previous annual programme to install central heating in all properties without central heating being completed, the programme work in 2009/10 seeks to install central heating in properties with outdated, or now inadequate heating arrangements and to replace old central heating systems that are inefficient, prone to breakdown and so costly to repair.

- 2.9 **Electrical Rewiring – budget £573,500**

This rewiring of properties again similarly forms part of the overall programme to deliver decent and safe homes by 2010/11. The budget set this year is a continuation of the previous programme carried out by term contractor.

- 2.10 **Kitchen Replacements – budget £900,000**

The programme of kitchen replacements continues as part of the drive to deliver decent homes standard. A supply chain agreement with a chosen kitchen fitting supplier was previously set in place so that kitchen cupboards and worktops could be purchased direct by the Council before handing to the chosen installing contractor. This arrangement, that is, splitting the supply and instal operations in this way, continues to bring valuable savings in overall cost per property.

2.11 **Sheltered Accommodation – budget £356,000**

This work forms part of the overall programme to deliver decent homes by 2010/11. The work involves installing and providing both better access to communal property, housing elderly or less able people, and better facilities and movement within the individual tenanted dwellings. So the actual work will involve constructing ramps, providing non-slip floors, installing lifts where needed, widening door openings and general refurbishment including incorporating walk-in showers where appropriate.

NON-HOUSING

2.12 **Basin/quayside development – budget £1,008,520**

This budget is set to fund essential infrastructure improvements and land acquisition to deliver the regeneration of the Quayside.

2.13 **RAM Museum Redevelopment project – budget £7,777,290**

This is a continuation of the major project part funded by Heritage Lottery to provide significant modernisation and reconfiguration of the Museum whilst also improving public access.

3 RECOMMENDED

- (1) that the programme of asset related project work for 2009/2010, as detailed above and in the Appendix be noted.

HEAD OF CONTRACTS AND DIRECT SERVICES

S:/PA/LP/committee/609SCC10
20.5.09

COMMUNITY & 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 2 JUNE 2009

ANNUAL RESULTS OF PERFORMANCE MONITORING 2008/09

1. PURPOSE OF REPORT

- 1.1. To report the annual figures for those statutory and local performance indicators that relate to services provided by the Community and Environment Directorate.

2. BACKGROUND

- 2.1. The Council's Corporate Plan sets out the Council's priority work areas (corporate objectives) for 2009-10. Performance indicators are used to measure progress against these objectives and regular monitoring ensures that the Council is on track to meet its targets, or that remedial action is taken where necessary. Performance results are also compared annually with similar councils to assess the efficiency and effectiveness of services.
- 2.2. Local indicators are chosen by the council to reflect specific priorities and to provide useful management information. National indicators are prescribed by the Government. In October 2007, the government published a new single set of 198 national indicators (NIs). The NIs replace all previous indicators, including best value performance indicators, but the majority apply to single tier/county councils.
- 2.3. Members play an important role in reviewing performance. The attached tables contain the figures for those national and local performance indicators that relate to services provided by the Community and Environment Directorate. Commentary is provided on the results to provide context and to explain any variance from targets and any remedial action taken.
- 2.4. In addition, the tables include those national indicators which have been collected through the new Place Survey. This is because all services can have a positive impact on these indicators.
- 2.5. Three year targets for many of the national indicators have not been agreed. This is because, in most cases, there is no baseline data available against which targets can be set. Further work will be undertaken during the course of the year to agree challenging three-year targets against each of these new indicators.

3. RECOMMENDED

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

DIRECTOR COMMUNITY & ENVIRONMENT

S:PA/LP/ Committee/609SCC11
20.5.09

COMMUNITY & ENVIRONMENT DIRECTORATE

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

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Performance Indicator Results 2008/09

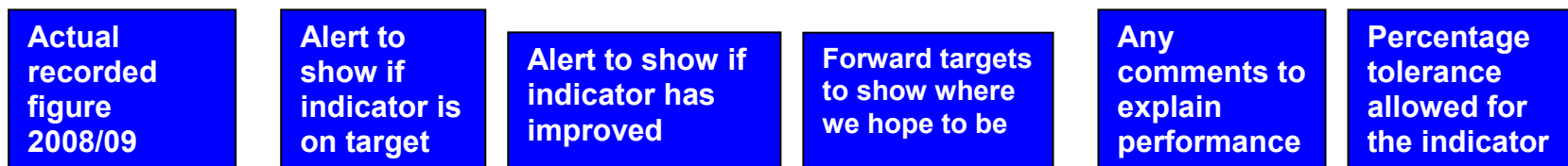
How to interpret the performance report

Performance is shown as a comparison to the annual 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 annual figure for 2008/09 is better than the annual figure for 2007/08
- ➡ The black arrow indicates that there is no change between the annual figures for 2007/08 and 2008/09
- ✗ The red cross indicates that the annual figure for 2008/09 is worse than the annual figure for 2007/08

Page 69



	Year End 07/08	Year End 2008/09	Target Annual 08/09	Performance 2008/09	Compared to 07/08	Target 09/10	Target 10/11	Target 11/12	Commentary	Tolerance
LPI HO5 % of responsive repairs completed within target timescales	92.99	95.76	95.00	★	✓					5

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Performance Indicators 2008/9

SO1: Ensure that there are enough well-designed, well-maintained and affordable homes in the city												
Ref	Performance Indicator	Service	Year End 2007/08	Year End 2008/09	Target 2008/09	Performance 2008/09	Compared to 2007/08	Target 2009/10	Target 2010/11	Target 2011/12	Commentary on performance	Tolerance
NI 155	Number of affordable homes delivered (gross)	Housing	57.00	78.00	50.00	★	✓	100.00	100.00	100.00		tbc
NI 156	Number of households living in Temporary Accommodation	Housing	216.00	176.00	180.00	★	✓	150.00	150.00	150.00		10
NI 158	% non-decent council homes	Housing	17.85	7.97	11.30	★	✓	7.00	7.00	7.00		tbc
LPI HO12	Total number of homes delivered via enabling	Housing	63.00	74.00	80.00	▲	✓	150.00	150.00	150.00	Although slightly below target this figure reflects a reduction in PSL take one and an increase in Extralet properties	50

Performance Indicators 2008/9

SO2: Enhance and protect the environment, reducing the causes and minimising the impact of climate change												
Ref	Performance Indicator	Service	Year End 2007/08	Year End 2008/09	Target 2008/09	Performance 2008/09	Compared to 2007/08	Target 2009/10	Target 2010/11	Target 2011/12	Commentary on performance	Tolerance
NI 188	Planning to adapt to Climate Change	Environmental Health	New indicator	New indicator	New indicator	n/a	n/a	New indicator	New indicator	New indicator	To be reported in May 2009	10
NI 191	Residual household waste per household (kgs)	Environmental Health	New indicator	494.00	500.00	★	n/a	495.00	492.50	490.00	This is an initial figure taken from our own weighbridge data. Auditable figures will be supplied by DCC 4 to 6 weeks after the period end. For the year end figure, the total amount of household waste collected and landfilled or incinerated amounted to 24,745.59 tonnes, which when divided by the up to date denominator of 50093 households = 494 kg per household. Waste arisings have reduced year on year since 2005/06, and this trend should continue in future years.	10
NI 192	Percentage of household waste sent for reuse, recycling and composting	Environmental Health	New indicator	36.40	35.00	★	n/a	37.00	40.00	40.00	This is an initial figure taken from our own weighbridge. Auditable figures will be supplied by DCC 4 to 6 weeks after the period end.	10
NI 193	Percentage of municipal waste land filled	Environmental Health	New indicator	63.60	65.00	★	n/a	65.00	63.00	60.00	This is an initial figure taken from our own weighbridge. Auditable figures will be supplied by DCC 4 to 6 weeks after the period end.	10

Performance Indicators 2008/9

Ref	Performance Indicator	Service	Year End 2007/08	Year End 2008/09	Target 2008/09	Performance 2008/09	Compared to 2007/08	Target 2009/10	Target 2010/11	Target 2011/12	Commentary on performance	Tolerance
NI 195	Improvement street and environmental cleanliness: a) graffiti b) litter c) detritus d) fly-posting	Environmental Health	New indicator	a) 2% b) 2% c) 7% d) 0%	a) 2.25 b) 8.00 c) 10.00 d) 0.6	★	n/a	a) 2.10 b) 6.5 c) 8.5 d) 0.5	a) 2.00 b) 6.00 c) 8.00 d) 0.40	a) 1.90 b) 5.50 c) 7.50 d) 0.30	For this year 2008/09 we have achieved a final combined grade of 4%. This is made up of 2% for litter, 2% graffiti, 0% fly-posting and 7% for detritus. Our target for this year was 9%. The lower the percentage score the better the standard of cleanliness. We found that there were increased amounts of detritus in channels and on pathways and roads this year which has been partly contributed to by the extra salt and grit that was spread on the roads during January and February this year.	10
NI 196	Improved street and environmental cleanliness - fly tipping	Environmental Health	New indicator	New indicator	New indicator	n/a	n/a	New indicator	New indicator	New indicator	Presented as an annual outturn figure	tbc
BV63	Average SAP (Energy Efficiency) rating of LA dwellings	Housing	69.31	67.60	70.60	▲	✗	67.96	67.96	67.96	The SAP rating is now calculated using a new methodology (SAP 2005). This means that SAP rating are now compared against a top score of 100 rather than 120 as before. This has had the effect of reducing the SAP rating score. However, this does not mean our SAP rating has reduced. New targets based on the new methodology will be included in 2009/10.	1.5
LPI CD2	% of essential small reactive works completed within 10 working days	Contracts and Direct Services	94.63	92.39	95.00	●	✗	95.00	97.00	97.00		10
NI 197	Improved Local Biodiversity - proportion of Local Sites where positive conservation management has been or is implemented	Leisure and Museums	New indicator	New indicator	New indicator	n/a	n/a	New indicator	New indicator	New indicator	This figure will be collected and reported by Devon County Council. We are expected to assist in the process by, at least, being willing to provide any local knowledge that we have on County Wildlife Sites.	tbc
NI 185	CO2 reduction from local authority operations	Policy Unit	New indicator	New indicator	New indicator	n/a	n/a	New indicator	New indicator	New indicator	To be reported in July 2009	10

Performance Indicators 2008/9

Ref	Performance Indicator	Service	Year End 2007/08	Year End 2008/09	Target 2008/09	Performance 2008/09	Compared to 2007/08	Target 2009/10	Target 2010/11	Target 2011/12	Commentary on performance	Tolerance
NI 194	Air quality % reduction in NOx and primary PM10 emissions through local authority's estate and operations	Policy Unit	New indicator	New indicator	New indicator	n/a	n/a	New indicator	New indicator	New indicator	To be reported in July 2009	10

Performance Indicators 2008/9

SO3: Further improve the character of the city and facilities for culture and leisure												
Ref	Performance Indicator	Service	Year End 2007/08	Year End 2008/09	Target 2008/09	Performance 2008/09	Compared to 2007/08	Target 2009/10	Target 2010/11	Target 2011/12	Commentary on performance	Tolerance
NI 119	Self reported measures of people's overall health and wellbeing	Communications	New indicator	82.00	New indicator	n/a	n/a	New indicator	New indicator	New indicator		tbc
LPI CD1	% of allotment plots tenanted	Contracts and Direct Services	98.85	100.00	95.00	★	✓	95.00	98.00	98.00		10
NI 8	Adult participation in sport and active recreation	Leisure and Museums	New indicator	New indicator	New indicator	n/a	n/a	New indicator	New indicator	New indicator	This figure will not be available until November 2009. The Active People survey will be undertaken by Sport England.	tbc
NI 10	Visits to Museums and galleries	Leisure and Museums	New indicator	New indicator	New indicator	n/a	n/a	New indicator	New indicator	New indicator	This figure will not be available until November 2009. The Active People survey will be undertaken by Sport England.	10
NI 11	Engagement in the arts	Leisure and Museums	New indicator	New indicator	New indicator	n/a	n/a	New indicator	New indicator	New indicator	This figure will not be available until November 2009. The Active People survey will be undertaken by Sport England.	tbc
BV 170a	Visits to / usage of museums per 1000 population	Leisure and Museums	1920.47	1251.46	1400.00	▲	✗	1400.00	1300.00	2200.00	The Museum closed at the end of 2007, and although a range of other opportunities have been put in place, our estimates of their use has not proved to be accurate. In addition two museum related websites were out of action for some time during the year.	5
BV 170b	No. visits to museums in person per 1000 population	Leisure and Museums	1092.02	176.11	400.00	▲	✗	400.00	180.00	1800.00	See above	5
BV 170c	No. pupils visiting museums & galleries in organised school groups	Leisure and Museums	20400.00	15895.00	7000.00	★	✗	7000.00	15000.00	15000.00		5

Performance Indicators 2008/9

S04: Maximise the potential of all our citizens by tackling social disadvantage and deprivation												
Ref	Performance Indicator	Service	Year End 2007/08	Year End 2008/09	Target 2008/09	Performance 2008/09	Compared to 2007/08	Target 2009/10	Target 2010/11	Target 2011/12	Commentary on performance	Tolerance
NI 001	% of people who believe people from different backgrounds get on well	Communications	New indicator	79.60	New indicator	n/a	n/a	New indicator	New indicator	New indicator		tbc
NI 002	% of people who feel that they belong to their neighbourhood	Communications	New indicator	48.90	New indicator	n/a	n/a	New indicator	New indicator	New indicator		tbc
NI 017	Perceptions of anti-social behaviour	Communications	New indicator	15.80	New indicator	n/a	n/a	New indicator	New indicator	New indicator		tbc
NI 022	Perceptions of parents taking responsibility for the behaviour of their children in the area	Communications	New indicator	31.80	New indicator	n/a	n/a	New indicator	New indicator	New indicator		tbc
NI 023	Perceptions that people in the area treat one another with respect and dignity	Communications	New indicator	27.70	New indicator	n/a	n/a	New indicator	New indicator	New indicator		tbc
NI 035	Building resilience to violent extremism	Communications	New indicator	2.70	New indicator	n/a	n/a	New indicator	New indicator	New indicator		tbc
NI 041	Perceptions of drunk or rowdy behaviour as a problem	Communications	New indicator	34.00	New indicator	n/a	n/a	New indicator	New indicator	New indicator		tbc
NI 042	Perceptions of drug use or drug dealing as a problem	Communications	New indicator	22.60	New indicator	n/a	n/a	New indicator	New indicator	New indicator		tbc
NI 138	Satisfaction of people over 65 with both home and neighbourhood	Communications	New indicator	86.50	New indicator	n/a	n/a	New indicator	New indicator	New indicator		tbc
NI 139	Over 65s who receive information, assistance and support to exercise choice and control to live independently	Communications	New indicator	26.80	New indicator	n/a	n/a	New indicator	New indicator	New indicator		tbc
NI 187	Tackling fuel poverty - people receiving income based benefits living in homes with a low energy efficiency rating	Environmental Health	New indicator	New indicator	New indicator	n/a	n/a	New indicator	New indicator	New indicator	The baseline and target have been agreed by Government Office South West and placed on the CLG Hub. The reporting period commences 1st April 2009.	10
LPI HO13	Total number of homelessness preventions	Housing	375.00	534.00	94.00	★	✓	600.00	600.00	600.00		25

Performance Indicators 2008/9

Ref	Performance Indicator	Service	Year End 2007/08	Year End 2008/09	Target 2008/09	Performance 2008/09	Compared to 2007/08	Target 2009/10	Target 2010/11	Target 2011/12	Commentary on performance	Tolerance
BV 202	The number of people sleeping rough on a single night within the area of the authority	Housing	15.00	5.00	9.00	★	✓	9.00	9.00	9.00	The latest street count was undertaken with officials from the CLG on Thursday 7 May. The new figure represents a lot of hard work by the homelessness team together with a number of external agencies.	10
LPI HO1	Homelessness acceptances as a % of new approaches to housing advice	Housing	9.43	7.76	15.00	★	✓	12.50	12.50	12.50		5

Performance Indicators 2008/9

SO6: Have strong clear governance arrangements that enable exeter's communities to influence and help shape decisions about their locality												
Ref	Performance Indicator	Service	Year End 2007/08	Year End 2008/09	Target 2008/09	Performance 2008/09	Compared to 2007/08	Target 2009/10	Target 2010/11	Target 2011/12	Commentary on performance	Tolerance
NI 003	Civic participation in the local area	Communications	New indicator	13.3	New indicator	n/a	n/a	New indicator	New indicator	New indicator		tbc
NI 004	% of people who feel they can influence decisions in their locality	Communications	New indicator	28.2	New indicator	n/a	n/a	New indicator	New indicator	New indicator		tbc
NI 006	Participation in regular volunteering	Communications	New indicator	26.7	New indicator	n/a	n/a	New indicator	New indicator	New indicator		tbc
BV075a	Satisfaction - tenant participation	Housing	73	47.52	74	▲	✘	60.00	60.00	60.00	We are unsure why this level of satisfaction has dropped when the overall STATUS survey results show an increase in satisfaction across all services. Further work will be done to promote the various methods of tenant participation to try and increase the figure in 2010.	

Performance Indicators 2008/9





SO7: Use resources effectively and provide high performing, value for money services that focus on customer needs												
Ref	Performance Indicator	Service	Year End 2007/08	Year End 2008/09	Target 2008/09	Performance 2008/09	Compared to 2007/08	Target 2009/10	Target 2010/11	Target 2011/12	Commentary on performance	Tolerance
LPI CD4	% of the 12 working day grass cutting route completed	Contracts and Direct Services	89.83	89.00	100.00	▲	✘	100.00	100.00	100.00	Grass cutting rounds started on Monday 23rd March. None complete within last quarterly period hence no figures to input.	10
NI 184	Food establishments in the area which are broadly compliant with food hygiene law (%)	Environmental Health	n/a	90.30	75.00	★	n/a new PI for 08/09	92.00	93.00	94.00	The target for broadly compliant premises has been exceeded this year as a result of targeted action. Further work in 2009/10 will see a focus upon those remaining non-compliant premises.	10
BV 86	Cost of waste collection per household	Environmental Health	50.44		45.47	n/a	n/a	47.06	48.56		Presented as an annual outturn figure	10
BV 212.05	Average time to re-let local authority housing (in days)	Housing	24.86	23.92	23.00	●	✓	23.00	22.50	22.00		5
LPI HO5	% of responsive repairs completed within target timescales	Housing	92.99	96.80	95.00	★	✓	98.00	98.00	98.00		5
LPI HO7	Arrears as a % of debit	Housing	1.21	1.28	1.50	★	✓	1.30	1.30	1.30		0.5
LPI HO8	Service charge arrears as a % of the total service charge income	Housing	16.10	11.26	14.00	★	✓	12.00	11.00	10.00		0.5
LPI HO15	Number of outstanding gas services at period end	Housing	New indicator	4.00	8.00	★	n/a new PI for 08/09	8.00	7.00	6.00		50

Performance Indicators 2008/9

SO8: Promote and extremely positive image and reputation and ensure high levels of customer satisfaction

Ref	Performance Indicator	Service	Year End 2007/08	Year End 2008/09	Target 2008/09	Performance 2008/09	Compared to 2007/08	Target 2009/10	Target 2010/11	Target 2011/12	Commentary on performance	Tolerance
NI 005	Overall/general satisfaction with the area	Communications	New indicator	83.60	New indicator	n/a	n/a	New indicator	New indicator	New indicator		tbc
NI 021	Dealing with local concerns about ASB and crime	Communications	New indicator	26.50	New indicator	n/a	n/a	New indicator	New indicator	New indicator		tbc
NI 027	Understanding of local concerns about ASB and crime by local council and police	Communications	New indicator	19.30	New indicator	n/a	n/a	New indicator	New indicator	New indicator		tbc
NI 037	Awareness of civil protection arrangements in local area	Communications	New indicator	15.70	New indicator	n/a	n/a	New indicator	New indicator	New indicator		tbc
NI 140	Fair treatment by local services	Communications	New indicator	77.30	New indicator	n/a	n/a	New indicator	New indicator	New indicator		tbc
BV 3	The % of citizens satisfied with the overall services provided	Communications	Not reported in 07/08	55.10	75.00	▲	n/a	Target not set	Target not set	Target not set		10
BV119a.02	% residents satisfied with sports and Leisure	Communications	Not reported in 07/08	54.10	Target not set	n/a	n/a	Target not set	Target not set	Target not set		
Bv119c.02	% residents satisfied with museums	Communications	Not reported in 07/08	49.50	Target not set	n/a	n/a	Target not set	Target not set	Target not set		
BV119e.02	% residents satisfied with parks and open spaces	Communications	Not reported in 07/08	72.50	Target not set	n/a	n/a	Target not set	Target not set	Target not set		
LPI CD9	% of tenants satisfied with the way housing programme works were organised by the council	Contracts and Direct Services	96.00	99.00	99.00	●	✓	99.00	99.00	99.00		10
LPI AB1	Customer satisfaction with direct contact with Bereavement Services	Contracts and Direct Services	96.40	96.43	85.00	★	✓	85.00	85.00	85.00		10
LPI AB2	Customer satisfaction with written information from Bereavement Services	Contracts and Direct Services	96.40	93.75	80.00	★	✗	85.00	85.00	85.00		10
LPI AB3	Customer satisfaction with Bereavement Services website	Contracts and Direct Services	100.00	83.33	80.00	★	✗	85.00	85.00	85.00		10

Performance Indicators 2008/9

Ref	Performance Indicator	Service	Year End 2007/08	Year End 2008/09	Target 2008/09	Performance 2008/09	Compared to 2007/08	Target 2009/10	Target 2010/11	Target 2011/12	Commentary on performance	Tolerance
LPI CD10	% tenants provided with the minimum of two weeks notice of planned maintenance on their homes	Contracts and Direct Services	97.00	98.00	100.00			100.00	100.00	100.00		10
NI 182	Satisfaction of businesses with local authority regulation services (%)	Environmental Health	New indicator	95.04	75.00		n/a new PI for 08/09	90.00	92.00	94.00	The user satisfaction score (expressed as a percentage) is very pleasing indicating good satisfaction from businesses in the way we regulate them. There was also an increase in the percentage of business returning their questionnaire.	10
NI 160	Local Authority tenants' satisfaction with landlord services	Housing	New indicator	84.00	85.00		n/a new PI for 08/09	85.00	85.00	85.00		10

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