



Exeter City Council

To the Chair and Members
of the Scrutiny Committee - Economy

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AGENDA FOR EXETER CITY COUNCIL SCRUTINY COMMITTEE - ECONOMY

The Scrutiny Committee - Economy will meet on **THURSDAY 11 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 Sharon Sissons, Member Services Officer on **Exeter 265115**.

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

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MINUTES

To sign the minutes of the meeting held on 12 March 2009.

2

DECLARATIONS OF INTEREST

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:-

RECOMMENDED that, under Section 100A(4) of the Local Government Act

1972, the press and public be excluded from the meeting for the consideration of item 14 on the grounds that it involves the likely disclosure of exempt information as defined in paragraphs 1 and 4 of Part I, Schedule 12A of the Act.

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

A period of up to 15 minutes should 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 formation and a copy of the procedure are available from Member Services (Exeter 265115) 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.

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 (Exeter 265115).

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

Councillor Wadham (Portfolio Holder for Sustainable Development and Transport) and Councillor Mrs S R Brock (Portfolio Holder for Economy and Development) will present a verbal report of the priorities for the forthcoming year in light of the Committee's work programme.

MATTER FOR CONSIDERATION BY THE EXECUTIVE

7 **RESPONSE TO THE RECESSION**

To consider the report of the Director Economy and Development – *report circulated*

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MATTERS FOR CONSIDERATION BY SCRUTINY COMMITTEE - ECONOMY

8 **ECONOMIC DEVELOPMENT UPDATE**

To consider the report of the Head of Economy and Tourism - *report circulated*

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9 **CITY CENTRE PERFORMANCE UPDATE**

To consider the joint report of the Director Economy and Development and City Centre Manager – *report circulated* 39 - 44

10 **CONCESSIONARY TRAVEL SCHEME**

To consider the report of the Head of Parking, Engineering and Business Support – *report circulated* 45 - 48

PERFORMANCE MONITORING

11 **CAPITAL PROGRAMME MONITORING 2008/09 OUTTURN**

To consider the report of the Director Economy and Development– *report circulated* 49 - 56

12 **ECONOMY STEWARDSHIP 2008/09 (FINAL ACCOUNTS)**

To consider the report of the Director Economy and Development - *report circulated* 57 - 64

13 **KEY PERFORMANCE INDICATORS**

To consider the report of the Director Economy and Development – *report circulated* 65 - 72

MATTERS FOR CONSIDERATION BY THE EXECUTIVE

PART II: ITEM SUGGESTED FOR DISCUSSION WITH THE PRESS AND PUBLIC EXCLUDED

14 **POST OF CITY ARTS AND FESTIVALS MANAGER**

To consider the report of the Head of Economy and Tourism on a proposed merger to create one post of a City Arts and Festivals Manager– *report circulated to Members* 73 - 74

DATE OF NEXT MEETING

The next **Scrutiny Committee - Economy** will be held on Thursday 3 September 2009 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 M A Baldwin (Chair), Gale (Deputy Chair) P J Brock, Coates, A J Hannaford, Martin, Noble, Robson, Sheldon, Shiel, P A Smith, Starling, and Wardle

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

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EXETER CITY COUNCIL

SCRUTINY ECONOMY COMMITTEE 11 JUNE 2009

EXECUTIVE
16 JUNE 2009

RESPONSE TO THE RECESSION

1.0 PURPOSE OF REPORT

- 1.1 This report is to advise Members on a range of possible initiatives intended to respond to the impact of the recession on businesses and individuals in Exeter.

2.0 INFORMATION

- 2.1 Members of Executive received a report of the meeting held on 7 April setting out actions which had been taken by the City Council in conjunction with a range of stakeholders which is intended to help businesses and individuals cope with the recession and to co-ordinate action between the various organisations involved. Executive agreed to endorse the approach being taken and to request that a stakeholder consultation take place to establish the key priorities prior to reporting back to Executive in June.

- 2.2 When considering the range of initiatives which Members may wish to take, the following broad criteria are proposed:

- o that any initiative is of limited duration and intended to focus action during the worst period of the recession rather than being a permanent addition to service provision and cost
- o the project should address the social or economic impacts of recession
- o projects should be targeted at the effects of the recession on individuals as much as on businesses
- o projects should seek to build a base for future recovery
- o they should underpin Exeter's competitive position with other locations during this difficult trading period.

- 2.3 Discussions about the approach have taken place with the Chamber of Commerce, the Federation of Small Businesses, the stakeholder group chaired by the Chief Executive and a series of individual organisations that have expressed an interest to pursue a particular project. The general approach has been broadly agreed and the following projects are proposed for consideration.

3.0 POSSIBLE PROJECTS

Trinity Project

- 3.1 This would be a combined project led by the City Council and delivered by the Citizens Advice Bureau and in conjunction with the Courts Service. It will provide a full time adviser in the City Council's Customer Service Centre providing people with advice on dealing with debts, benefit enquiries, support for the formerly self-employed with debts and mortgage re-possession advice. In addition to this, a part time advice worker will be based at the Exeter County Courts to provide householders with advice who are facing claims for re-possession of their homes. The total cost of this proposal is £65,000.

Vacant Retail Units

- 3.2 Whilst the number of vacant retail units currently totals around 50, it is only 8% of the total stock and can have a particularly negative presence in high profile locations. The City Council has been working with others to develop material that can be used in vacant units which gives a poor impression to passing shoppers and visitors of the range of attractions that exist in the city as a whole. In order to avoid rates liability, displays need to be of a non-commercial nature. The estimated costs of providing these displays in some 10 retail units is approximately £10,000.

Christmas Promotion

- 3.3 The recession will have been running for a year by the Autumn of this year and retailers will be relying very heavily on the normal surge in spending in the 2-3 months before Christmas. There will undoubtedly be intense competition between retail centres around the region and it is proposed that the city needs to make a very significant impact in this highly competitive market. To do this, it is proposed that an additional one off £20,000 marketing budget is set aside with private sector funding sought to complement this figure.

City Profile/Tourism Marketing

- 3.4 As with the previous item, there is a need to boost the city's profile for wider business purposes, for conferences and for tourism. A particular focus for tourism would be the weekend break market for the Autumn and the general visitor market for early 2010. Some £35,000 is proposed for this.

Procurement

- 3.5 The City Council is working closely with the Federation of Small Businesses and the Chamber of Commerce to make the public sector's procurement process fully accessible to small businesses. Promotion and publicity for this service is proposed at a cost of £5,000.

Continued Operation of the Business Centre

- 3.6 Exeter Business Centre Limited is a council controlled company set up to operate managed workspace provision at its building at 39 Marsh Green Road. This former warehouse building is subdivided to provide 57 small office and workshop units made available on inclusive, flexible terms to a range of start up and small businesses. The Company provides a reception facility and an on site management function to the occupiers. EBC Ltd hold the premises on a lease expiring in March 2011 paying a rent of £103,000 per annum, to which the Council stands as guarantor.
- 3.7 For the last few years the operation has traded at something close to a break even position, with its income from lettings largely matching its outgoings on rent, repairs and the provision of services, and this position has been maintained for the 2008/2009 financial year. However, lettings have suddenly and significantly dropped given prevailing market conditions, the (intentional) ease with which occupiers can serve notice to leave, the lack of new businesses seeking start up space and increased competition from other business space providers. On current vacancy rates (around 30%), and allowing for the limited financial reserves of the company, a cash injection will be required for the two years remaining on the lease to prevent the company becoming insolvent. A report to the EBC Board in April 2009 identified this likely shortfall and it was resolved to seek support from the Council to keep the company afloat. The extent of support required is considered to be £60,000 for 2009/10 and, although only an estimate

at this stage, £65,000 for 2010/11, being the final year of the lease. Such support should ensure that the centre can remain solvent for this period, providing continued support to the remaining small businesses operating from the centre and to any new recruits.

- 3.8 A report on the scope for, and issues associated with, any renewal of the lease from 2011 will be brought to the EBC Board and to Executive at the end of 2009, or once the future of Local Government Review is known, as this will impact upon future decision making for the centre.

Skills Development

- 3.9 The opportunity for individuals and organisations to cope during and after the recession will partly depend on their skills base. During the recession the training of apprentices will suffer. The skills gap filled by migrant workers is likely to return as the economy improves. In order to prepare for the recovery and to enable local people to be able to take advantage of new opportunities which should arise, there is a need to work with employers and training providers to determine what the priorities for investment in skills development should be. It is proposed to set aside £15,000 towards the costs of determining what the impact of the recession has been locally on workforce development, including apprenticeships, and to identify where funding for training should be prioritised for greatest impact on the economy. This work would be carried out collaboratively with Exeter College and the Learning and Skills Council.

4.0 FINANCIAL IMPLICATIONS

- 4.1 Members are asked to consider these proposals which could be funded from the LABGI grant.

5.0 RECOMMENDATION

- 5.1 It is recommended that Scrutiny comment on the above proposals and Executive determine whether they wish to proceed with the proposals outlined in Section 3 of this paper.

JOHN RIGBY
DIRECTOR ECONOMY AND DEVELOPMENT

ECONOMY & DEVELOPMENT DIRECTORATE

Local Government (Access to Information) Act 1972 (as amended)

Background papers used in compiling this report:-

None

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EXETER CITY COUNCIL

SCRUTINY COMMITTEE – ECONOMY 11 JUNE 2009

ECONOMIC DEVELOPMENT – UPDATE

1.0 PURPOSE OF REPORT

- 1.1 To provide Members with an overview of the Economic Development Service activities during 2008/2009 including actions since September 2008, following the production of the Exeter and Heart of Devon Economic Development Strategy 2008 – 2013.

2.0 BACKGROUND

- 2.1 Exeter's economy lies at the core of the Exeter and Heart of Devon (EHOD) economic sub-region, an area which sits broadly across Exeter, East Devon, Mid Devon and Teignbridge. Exeter's sub-region is recognised as a principal economic driver in the region making it an important part of the South West economy.
- 2.2 In September 2008, Executive endorsed a report setting out the Economic Development Strategy until 2013. Having been produced in collaboration with the neighbouring local authorities, the strategy provides a framework for the economic development activities of the City Council, the wider sub-region and key agencies focussing on promoting and securing the growth of businesses, a better-trained workforce, helping people into work, the availability of employment land and investment in transportation and communications infrastructure.
- 2.3 The Council contributes to the implementation of the Strategy, primarily through the activities of the Economy and Tourism Unit, which seeks to sustain and increase the economic well being of the city working in partnership with key stakeholders in a range of roles, in leadership, facilitation, co-ordination and support.
- 2.4 The Strategy set out the vision for the sub-region as follows: -
- “Exeter and the Heart of Devon Economic Partnership will promote sustainable economic growth allowing the sub-region to take its place as the third largest focus of high value employment in the Region.”
- 2.5 The Strategy also set out a vision for Exeter: -
- “Exeter will continue to grow its highly significant contribution to the economic prosperity of the South West. It will reinforce its position as the focus of economic activity, entertainment, shopping and learning for over 300,000 people living or working within 30 minutes of the city.”
- 2.6 The Strategy has 3 Strategic Objectives, which match those of the Regional Economic Strategy.

To secure successful and competitive businesses – through higher value jobs and improved turnover and investment

To build strong and inclusive communities - by improving access to jobs and services through training and other measures

To become an effective and confident sub-region – through effective partnerships, lobbying and coordinated funding

- 2.7 However, since the publication of the Strategy, there has been a significant deterioration in the UK and global economies with consequent inevitable impact on the more optimistic scenario underlying the Strategy as previously written and not least the timing for achieving its main priorities. The following extract from the 'Regional Economic Profile – Recession Special' Issue 7, April 2009 by the South West RDA sets out the impact of the current global economic crises:

“The UK economy stopped at mid year and collapsed in the early winter. The first quarter of the current year will be negative too – for output and jobs – as firms and households adjust to the marked downturn.

The consensus of global forecasts is that 2009 will be the worst year for the world economy with a combination of falling output and virtually no inflation. In the United Kingdom, the spectre of deflation... has been raised for later this year.

The downturn started in financial services. Construction and anything to do with property...UK economic activity plummeted after October for both production (led by manufacturing) and services (led by retail). At the same time, the labour market started to shrink with more jobs losses, many more redundancy announcements for the future and a fall in vacancies. Many of these changes are now taking effect.”

- 2.8 In addition, the South West RDA in its 'Regional Economic Profile', April 2009 stated: “There are still bright spots. The South West land-based sectors are fairing relatively well, as are some high-tech, pharmaceutical, energy and tourism businesses....nevertheless, we do not expect a significant turn in the economy, especially for employment, until well into 2010.”
- 2.9 As a consequence of the global economic upheaval the EHOD Economic Development Strategy 2008 –2013 is being re-considered to reflect any requirement for a change of emphasis to address immediate needs in the economy and also to confirm the importance of longer - term strategic priorities previously identified. The context for the Strategy is summarised in section 3, whilst section 4 summarises the activities of the City Council under the relevant strategic priorities of the Strategy. The full extent of the impact of the recession on the local economy is still unfolding, and revisions to the Strategy may well be appropriate in the light of the current climate. Any significant changes will be brought back to Members at a future meeting.

3.0 STRATEGIC CONTEXT

- 3.1 The starting point is the work undertaken to produce the Economic Development Strategy 2008 – 2013 as approved by Executive in September 2008. The evidence is necessarily based on a backward looking exercise, having to rely on statistics produced often up to 12 months or more after the event and will not wholly reflect the rapid changes in the global economy. A set of statistics profiling the Exeter economy is attached at Appendix 1. Detailed information on the national and regional economy is not included in this report, albeit Exeter has in previous economic cycles followed the national pattern some months behind. However the following sections summarise the main relevant characteristics and the context for economic development in the sub-region that will continue to have a bearing in the current economic climate.

- 3.2 Small businesses employing less than 10 people dominate the employment structure across EHOD, although the start up rate in the city has been lower than for other comparable areas. Some businesses have been buffeted by exposure to bad debt, restrictions on the availability of credit and a downturn in demand for their services. Less consumption of discretionary goods and services and difficulties in obtaining credit can make these small firms vulnerable very quickly.
- 3.3 Exeter's economy is heavily dependent on a limited number of sectors of employment – public sector, retail and tourism and business and professional services. Constraints and pressures on public sector budgets and reductions in income may see an increased pace towards efficiency savings, reductions in employees and moratoriums on recruitment. In addition, it is possible that we will see a decline in procurement and an increased focus on economies of scale. Conversely, retail and tourism sectors are vulnerable to the vagaries of the market with less consumption possible in the current downturn and the consequent knock on effect of business closures and increasing unemployment.
- 3.4 Whilst Exeter's businesses have hitherto tended to survive better than other areas, national data published by the Insolvency Service on 1 May 2009 shows around 5,000 companies went into liquidation in the first quarter of 2009, up 56% from 12 months ago. As previously reported, increases in insolvent businesses and individuals, tend to follow 6 to 12 months after an economic downturn. With economic difficulties set to continue until a significant upturn is evidenced, the local economy may well see more company liquidations and personal insolvencies. Over the last 12 months, personal insolvencies nationally have risen by around 19%, to nearly 30,000 people, the highest on record since 1960. Exeter CAB also reports a rise in those seeking advice on levels of personal debt.
- 3.5 The claimant count of those in receipt of unemployment benefit has increased markedly in the sub-region, in line with but lower than the national trend; male unemployment is significantly higher and has risen faster than female unemployment, particularly so in Exeter. Within the city unemployment is higher in occupations requiring elementary or no skills, followed by claimants previously working in sales and customer services, skilled trades and administrative and secretarial activities. There has been a rise in unemployment, albeit at a smaller level in managerial, senior officials and associated technical occupations and a marginal increase in the professional sector.
- 3.6 Exeter's GCSE pass rates are around 4.5% lower than elsewhere, however the city has a higher percentage at 30% of people educated to degree level and above than other areas in Devon, the South West and nationally. In the sub-region qualifications at GCSE and above compare well with these wider geographies. However, there are pockets of deprivation experienced by some residents, especially in parts of Exeter, who have particularly low levels of skills, education and training.
- 3.7 A lack of the right skills in the workforce constrains business efficiency and competitiveness, whilst residents with low qualifications or no skills are almost certainly limited to low wage employment and are more exposed to unemployment.
- 3.8 The population of the sub-region is some 450,000 people, with over 120,000 residents in Exeter. Developments in and around the city include the New Growth Point developments east of Exeter including the Science Park and the new community at Cranbrook, whilst responding to housing pressures, are likely to increase the size of the workforce. Forecasts for the sub-region suggest a 25% increase in the retired population, a 5% increase in the workforce but a 2% decrease in young people under 20 by 2016.

- 3.9 The growth in the retirement population is likely to increase demand for health and social care services and create employment in these sectors, albeit principally low waged. Importantly, these population changes may result in an insufficient workforce to sustain long-term business growth. However, increases in productivity could be brought about if employers, for example, make investment to increase the utilisation of information and communication technologies and also if there is a concerted effort to improve the skill levels in the local workforce. This may counter-balance and indeed compensate for any potential decline in the available workforce.
- 3.10 In terms of earnings, it is important to note that around 30% of Exeter's workforce commute into the city and earn higher wages generally than other areas within the sub-region (the median workforce salary for Exeter is £23,500). In general however, along with other areas within the sub-region, earnings are similar to the Devon average, but below that of the South West and nationally. In contrast for Exeter, around 10% of the city's residents earn gross salaries of around £12,700 between £300 and £800 p.a. less than residents of Plymouth and Torbay.
- 3.11 A 12-month period between Quarter 4 2007 and Quarter 4 2008 – the latest data available at the time of this report – highlights that the house price to salary ratio remains a lot higher than the national average, standing at 9:4 for Exeter and 10:5 for the sub-region. It has reduced from previous quarters but is still prohibitively high.
- 3.12 The availability of dwellings is likely to become worse in the short term, which may exacerbate the situation. Whilst, the new community in Cranbrook, east of Exeter and other developments are forecast to create over 18,000 new homes over a 10-year period, nationally, house-building completions fell by 72% last year. Within Exeter, completions in the city fell from 512 in 2007/08 to 414 in 2008/2009. This trend seems likely to continue and if the pace of housing completions across the range of house types continues to slow, it will not only not meet the need for dwellings, it will also impact on the image of the sub-region as one of the best places to live and work.
- 3.13 Employers on the other hand locate and/or remain in Exeter and the sub-region for a range of reasons, not least of which are factors such as access to and cost of labour, the competitive costs of commercial premises, the accessibility and quality of communications infrastructure, and the overall quality of life including cultural activity and the natural landscape. The latter is of particular importance to attracting and retaining a skilled workforce and also for the attraction of visitors to the area.
- 3.14 Amidst this change in the fortunes of the economy, strategic developments may be delayed and opportunities for investment and growth out of the downturn may be missed. Exeter's main prospect of future economic growth, and the attraction of and creation of quality employment, lies east of the city along the New Growth Point corridor towards the airport, component parts being the development of the Science Park, Sky Park and the expansion of activities at the airport. Together with the Innovation Centre, the University of Exeter, the Peninsula College of Medicine and Dentistry and the Met Office, the Science Park provides real foundations for the city's aspirations to be a 'Science City' as described later in the report. However, it is important that the investment required along this corridor, including that of the Science Park does not falter in the current economic climate and delay an opportunity for the city's economy to diversify and embrace a cluster of higher knowledge based industries, where future prosperity and employment are more likely to be sustained. For this reason, the local authorities, other public sector partners and private sector providers are all working collaboratively to maintain the momentum to deliver infrastructure and to secure the start of developments on the site.

- 3.15 Against this backdrop of change and uncertainty, the Economic Development Service within the framework of the Strategy is operating across a wide range of activities to support investment, the creation, survival and growth of businesses, maintaining the positive profile of the city and the development of the workforce. Activities delivered and/or initiated by the Service are summarised in the next section under the Strategy's objectives and priorities relevant to Exeter. A separate report to this Committee relates to measures to mitigate the effects of the recession on the financial position of residents.

4.0 SUMMARY OF ACTIVITIES

- 4.1 The following section summarises the activities delivered and/or initiated by the Service and is set out under each of the agreed strategic objectives and grouped by the strategic priority and broad actions of the Economic Development Strategy 2008-13.

**Strategic Objective 1 – To secure successful and competitive businesses -
through higher value jobs and improved turnover and investment**

Priority - Provide the right environment for business

Action - Continue to provide support and advisory services to small businesses.

- 4.2 The generation of new business is important to the local economy in order to replace those who have ceased trading, to create new or perhaps better employment opportunities and to enable the economy to respond to changing economic circumstances.
- 4.3 As previously reported, early in 2008 the Council transferred delivery of its support to new and small businesses to Peninsula Innovations Limited, the company responsible for the management of the University's Innovation Centre. Subsequently, in June, Exeter Business Support was established adding Business Link to the partnership in order to pull together and co-ordinate such support to city businesses under one banner.
- 4.4 Combining activities has led to the creation of more effective and extensive service delivery in the city and data on the level of support given is summarised in the following table.

Combined activities of Exeter Business Support 2008 – 2009	
401	pre-start businesses advised
169	Businesses started up
83	jobs created – understated as excludes figures from Business Link
188	existing business supported
63	small businesses having staff trained via Train to Gain
41	Workshop sessions held for business advice
17	Networking events for business with nearly 700 participants

Demand for the start-up option in the current climate is likely to see a significant surge driven largely by entrepreneurial skilled workers and professionals backed with redundancy payments. The capacity of Exeter Business Support and Business Link to be able to respond to this demand will be monitored.

- 4.5 Recognising in the current climate that existing small businesses would benefit from a limited number of hours of focused specialist professional advice to deal with financial, marketing and legal issues which would affect their survival, in March 2009 the

Council facilitated a new joint initiative with partners in Exeter Business Support. Over 40 local professional companies have agreed to reduce their normal fees for providing specialist advice by 1/3rd as their contribution to helping small businesses in the city, whilst the Council and the participating businesses each fund half of the remaining cost.

- 4.6 Peninsula Innovations Limited manage the £25,000 funding from the City Council (up to £250 per each small business) to subsidise the scheme. Business Link manage enquiries through their gateway service of business advisors and follow up with aftercare to evaluate the efficacy of support given. It is anticipated that some 100 small businesses may benefit from this initiative.
- 4.7 In March 2009, the Service working through Exeter Business Support facilitated an initial meeting to explore the idea of establishing an Enterprise Forum and involved the Chamber of Commerce & Industry, the Federation of Small Business, Exeter College, Learning and Skills Council and Job Centre Plus in those discussions. The meeting agreed in principle to the formation of an Enterprise Forum the aims of which included:-
- to encourage an increase in the number of small businesses starting up in the city
 - to promote business survival and growth and a rapid response to those businesses needing urgent support by improved collaborative working
 - to expand local business opportunities, including promoting procurement opportunities with the public sector
 - to bring together management information on support given to local businesses and steer any required mitigating action
 - to seek to work with educational institutions to encourage enterprise and early training in business skills.

Further meetings are taking place to progress these “aims”.

- 4.8 As part of this work, the Council is working with Exeter Federation of Small Business and the Chamber of Commerce to determine how best to enable more local small businesses to take advantage of public sector tendering opportunities in the city, especially important during the economic downturn. Small businesses may not be sufficiently aware or equipped to take advantage of such tendering opportunities and thus miss potentially valuable business. Progress with this initiative will be reported at a future meeting.

Action - Continue to provide an appropriate monitoring and ‘aftercare’ relationship with indigenous and investing organisations to help secure their long-term future in the region.

- 4.9 The Service continues to promote investment through handling inward and local investment enquiries about sites and premises and support businesses information and decision-making needs through the provision of information and statistics. High profile and/or substantial employment generating organisations for Exeter receive tailored help and support including the provision of bespoke information and assistance with site visits. More routine enquiries are handled by the provision of information on the City council’s website business pages and are followed up where appropriate.
- 4.10 Throughout the handling of investment enquiries the Service acts as an honest broker of information and intelligence on the local economy, which helps businesses in their relocation and expansion decision-making. Moreover, in the current downturn, the Service has assisted firms in searching for more cost effective premises to help them remain competitive and/or survive. Overall figures for 2008, show there were 1068

investment enquires for EHOD and in the period up to March 2009, a further 220 enquiries were received.

- 4.11 Last year, 58 companies used this service in actually relocating and/or expanding in EHOD, 50 of which were in Exeter. Many of these enquiries originate from 2004 onwards and demonstrate the length of time a business is connected with the Service before being in a position to move or expand. These companies reported just over 1,000 jobs being created and/or safeguarded in the local economy. In the first 3 months of 2009, a further 17 companies (13 of which in Exeter) relocated/expanded, creating/safeguarding over 300 jobs, including a new base for Thompson Reuters.
- 4.12 Around 90% of enquiries in 2008/9 came via the website or linked sites, up from 84% in 2007/8. From the statistics below, it can be seen that the percentage of local businesses seeking alternative premises or expansion has risen by two thirds in the past year, and the percentage of start-up enquiries has also increased. Of these enquiries (with 2007 data in brackets): -
- 58% originate from within EHOD (60%), including 37% from Exeter
 - 8% from Devon (10%)
 - 29% nationally and 4% internationally (25% and less than 4% respectively)
 - 65% existing employers seeking relocation or additional premises for expansion (39%)
 - 31% seeking to establish a branch or regional base within EHOD (25%)
 - 35% wanting to start-up (25%)
- 4.13 The breakdown of enquiries can be summarised as follows: -
- 44% light industrial units, warehouse and distribution sectors (35%)
 - 32% office sector (30%)
 - 12% retail (28%)
 - 10% hotels and leisure and restaurants (5%)
 - 2% investment opportunity/other (2%)
- 4.14 The handling of investment enquiries is complemented by the following, made available through over 200 business pages on the City Council's website updated and maintained by the Service: -
- the EHOD Commercial Property Register provides listings on over 960 commercial properties and development sites with links to over 200 commercial agents covering the sub-region
 - an on-line information guide to the key business pages of particular interest to those businesses seeking to relocate and/or expand within Exeter;
 - a downloadable brochure promoting the sub-region for inward investment
 - relevant information, advice and guidance for businesses and residents adversely affected by recession
 - monthly updates for key private, public and voluntary` sector stakeholders on the state of the Exeter economy
 - regular quarterly economic trends reports that monitor the overall performance of the sub-regional economy circulated to 200 EHOD based organisations in the public, private and voluntary sectors and placed on the Council's website.

Priority - Provide the right workforce for business

Action - Establish the Exeter and Heart of Devon Employment and Skills Board as a driver to ensure matching between employers' needs, target sectors' needs and skills training offered.

- 4.15 A skilled workforce is essential for the local economy to support businesses competitiveness. Importantly appropriate qualifications, skills and training and mentoring support can help local people increase their employability, earning and

career potential and also assist them to change career or effectively establish a small businesses when faced with redundancy. To support such aspirations, the Service worked with leading business to establish the employer led EHOD Employment and Skills Board. Officers also play a very active role in supporting effective delivery of the EHOD Workforce Development Group and also the activities of the Exeter Positive Steps Fund which are described later in the report.

- 4.16 The EHOD Employment and Skills Board (ESB) was established in the summer of 2008. It is private sector led, chaired by a senior employee of Flybe and has representatives from employees in the key sectors within the sub-regional economy and from public sector organisations such as Job Centre Plus, Business Link, the Learning and Skills Council, Exeter College and the University of Exeter.
- 4.17 The ESB aims to stimulate demand for learning and skills and influence mainstream skills and training provision to meet the needs of local business and the workforce. To date the ESB has: -
- completed a pilot project to provide a framework to assist employers and employees link qualifications, training courses and career paths in professional and business service companies, as a mechanism to promote the benefits of appropriate training, to support business efficiency and employee/personal development.
 - undertaken an initial review of the current scale and nature of employer engagement with full-time education. Further work is to be undertaken on this.

Priority - Create a culture of Enterprise and Innovation

Action - Work with the Exeter Science Park Steering Group to establish an appropriate management vehicle for the Science Park, secure planning permission and start development on site

- 4.18 The partners in the Exeter Science Park Steering Group have been working towards establishing the project for some five years in an informal partnership. Following the acquisition of the site, substantial investment committed by the partners and the employment of a Project Manager, the partnership needed to move to a more formal arrangement which has been agreed to be a company limited by shares. It is anticipated this will now be completed by the end of July 2009. The planning application is nearing completion for submission in the next few months. Additional Government funding has been secured to help with the costs of improving access to the site. A project to start marketing the Science Park has just been commissioned.

Action - Ensure incubation units and enterprise centres are placed at strategic points in the sub-region, supported by business advisors and mentors

- 4.19 The Head of Economy and Tourism sits on the Innovation Centre Strategy Board, which governs the direction of business development and support activities arising from the Innovation Centre. The Centre plays a pivotal role in providing support for the development and growth of hi tech businesses, many of which may be future candidates for the Exeter Science Park.
- 4.20 The Innovation Centre consists of Phase 1 and Phase 2 and has room to accommodate more hi tech and research businesses. It works closely with Exeter Business Support, helping to create 33 additional jobs in 2008 and accommodates and supports 22 public and private sector employers. The principal activities of these organisations are in ICT, media, advanced engineering, biomedical and environmental services with a cumulative turnover exceeding £20m and employing nearly 150 staff.
- 4.21 The service supported the University's successful bid in securing £482,600 from the

Economic Challenge Investment Fund scheme from the Higher Education Funding Council for England (HEFCE) enabling the University to invest in the local economy to support businesses and individuals in the region during the economic downturn. Support will be tailored allowing access to the University's Innovation Centre and access to University resources to assist them in the markets they operate in.

- 4.22 In addition, this 18 month project, which started in April 2009, will establish support for a number of initiatives based around the following themes: -
- increasing innovation in businesses, by providing support to establish work placement opportunities for graduates helping them to increase their employability and address business problems
 - providing development opportunities for unemployed graduates to take short courses and train and look for work
 - increasing provision of business school courses to help existing employees fulfil their skills potential

Strategic Objective 2 - To build strong and inclusive communities - by improving access to jobs and services through training and other measures

Priority - Improve participation in the economy

Action - Continue to work with the EHOD Workforce Development Group to develop targeted programmes raising the skills levels of those in deprived areas, especially groups on incapacity benefit and the learning disabled using pilot schemes to assist them and other disadvantaged groups into work.

- 4.23 The EHOD Workforce Development Group is chaired by the City Council and is principally made up of training providers but also includes representatives from Job Centre Plus, Connexions and Devon County Council. The Group relates its activities to the EHOD Economic Development Strategy and is guided in its direction by the Employment and Skills Board. It will also seek to influence providers within the Group to target their activities in the pockets of deprivation within Exeter.
- 4.24 During 2009, the Workforce Development Group has surveyed training providers to understand their current and planned activity to support business and workforce development. Interim results of the survey, which will be reported to the Employment and Skills Board indicate that there is an increased demand for: -
- transferable skills and higher level professional qualifications
 - shorter courses
 - training related to current job performance
 - careers advice and quick intervention – short courses & skills updates - to improve employability and return to work
 - fully funded courses

- 4.25 In response, providers have introduced: -
- courses for those threatened by redundancy
 - additional in-company delivery of training
 - e-learning to help people that have difficulty accessing centres of learning
- The scale of activity and outcomes from these programmes will be monitored and reported at a later date.

Action - Develop targeted actions to tackle deprivation in the most deprived areas within the sub-region, defined by the 'super output areas.'

- 4.26 The Service has worked together with providers and public and voluntary sector agencies to focus attention on some of the most deprived areas in the city with a view to helping people on the 'road into employment'. In the current climate of increasing

unemployment across the resident population, job search support is primarily being provided through the mainstream agencies such as Job Centre Plus and the Learning and Skills Council. A Summary of the main programmes of support are attached at Appendix 2. The reality in Exeter is that the nature of more complex employment and education related disadvantage continues to be experienced relatively widely across the city in small concentrations. The city has 14 pockets (super output areas), which feature in the most deprived 20% nationally for low levels of education, skills and training, 7 of which feature in the worst 10% and continue to need additional intervention where resources allow.

- 4.27 The background to activity in these areas and helping people affected by deprivation is underpinned by a report on the performance of the Exeter Positive Steps Fund, given to this Committee in September 2008. The Fund had between 2006 and March 2008 supported over 1,400 people affected by multiple barriers against them securing employment, a significant proportion of which went into employment, into training or voluntary work.
- 4.28 The City Council continued its funding in September 2008 of over £31,000 with co-funding of £40,000 from Friends Provident and a local charitable organisation. The table below summarises a further 6 grants awarded to date from October 2008 onwards and the forecast numbers of people to be supported to help them on the pathway into employment. It is anticipated some of these people will find employment as a consequence of the support given. Progress of these initiatives will be reported at a future meeting.

New Projects funded October 2008 – April 2009	Participant numbers
Provide homeless people with workshops, help and advice on securing employment	40
Provide a 12 month programme of outdoor activities to help people who have had or have problems with drugs	85
Develop an application, interview and review programme for young unemployed people	10
Job Club to support, principally offenders coming out of prison	70
Develop social and interpersonal skills of unemployed people affected by learning disabilities and mental health issues	15
Increase support for refugee women in Exeter who find it difficult to work and integrate into English society	40
Number of people forecast to be supported:	260

- 4.29 In addition to these projects the City Council has: -
- established a Worklessness Group under the banner of the county-wide Local Agreement promoting multiple-agency working to focus on the following 7 pilot pockets of deprivation to help people into employment -
 - o 1 neighbourhood within the Sidwell Street and Clifton Road Area within the Newtown ward
 - o 3 neighbourhoods within Burnthouse Lane Area within Priory
 - o 1 neighbourhood in the Beacon Heath Area within Mincinglake
 - o 1 neighbourhood within the Newman Road Area within Cowick
 - o 1 neighbourhood within the Cathedral and City Centre East Area within St. David's

- secured the agreement of co-funders of the Positive Steps Fund to support projects in the pilot areas
- established a sub-group in St David's which has brought together local and external agencies such as Action 4 Employment, Job Centre Plus and Shaw Trust. Two potential projects are being developed – 'Job Search Club' and Parents – childcare support with skills development training; target outputs have yet to be agreed
- made improvements to networking and avoidance of duplication of effort through the production and distribution of a contact directory of groups and agencies active in addressing worklessness in Exeter
- with partners identified 'local champions' willing to be proactive in local sub-groups within the pilot neighbourhoods
- encouraged local groups to share premises and resources to support worklessness activity, and as a result: -
 - o Job Centre Plus has established a designated Advisor to work in and support the St David's area
 - o Shaw Trust sends a member of staff to support the existing work in St David's to assist homeless people in CV workshops
 - o Flying Start Children Centres, part of Exeter Community Initiatives now have joint sessions with work advisors and childcare advisors to support parents looking for employment.

4.30 The Exeter Positive Steps Worklessness Group is starting to establish two further targeted projects working in Newtown and Priory within the neighbourhoods identified above. Sub-working groups will be formed to develop, implement and complete projects that have defined outputs and outcomes aimed at reducing the level of worklessness in these areas.

Strategic Objective 3 – To become an effective and confident sub-region – through effective partnerships, lobbying and coordinated funding

Priority - Improve Transport Infrastructure

Improve Transport Networks to ensure connectivity, providing access to markets and tackling peripherality

4.31 The City Council has continued lobbying for improvements to the rail and road network through a number of channels but primarily through its involvement in the Exeter and Heart of Devon Economic Partnership and through the New Growth Point Board and its delivery team. This has resulted in recent announcements of major allocations of Government funding for improvements to Junction 29 of the M5 and other infrastructure improvements to road networks to cope with the increased pressure on the collection of important strategic developments to the east of the city.

Priority – Promote and enhance what is best about the sub-region

Action - Improve the way the EHOD is perceived by investors, businesses, potential workers.

4.32 The concept of Exeter being promoted/perceived as a Science City or Science Base was raised as part of the Economic Development Strategy and has been the subject of further discussions with a number of organisations. The University, Peninsula College of Medicine and Dentistry, the Innovation Centre, the Met Office and the Royal Devon and Exeter Hospital Trust are very interested in progressing and making their contribution to aspects of this proposal. In essence the proposal includes the following:-

- o to provide a platform or brand to reinforce the city's changing external perception as a progressive modern place in which to invest, to do or start a business, to undertake or gain access to world class research, to learn in one of the UK's best research universities including its medical and dental college
 - o to build upon the opportunity presented by the development of the science park for business development, creation of quality employment, education and training and to change the external perception of Exeter
 - o to establish Exeter as a gateway to national/international science excellence relevant to its specialisms
 - o to support, enhance and exploit university – business links
 - o to promote an increase in technology transfer by improving awareness of potential partners and possibilities for mutual interaction leading to commercial activity
 - o to strengthen support for business and innovation in the sub region to increase rates of innovation
 - o to facilitate and provide a focus for policy coordination, strengthening partnerships and encouraging new activity
 - o to develop and retain a highly technologically capable workforce
 - o to promote higher levels of interest and attainment in science, technology, engineering and maths subjects in schools and the college and
 - o to promote wider public engagement in science
- Progress with this initiative will be reported to Members at a future meeting.

Priority - Improve leadership, influence and partnership

Action - Ensure planning policies in Local Development Frameworks reflect vision and goals of the economic development strategy.

- 4.33 The future allocation of employment land is crucial to longer term economic development of the city and the sub region. The South West Regional Spatial Strategy (likely to be adopted by the end of June 2009) proposes 160 hectares of employment land in the Exeter area up to 2026. This comprises 40 hectares within the Exeter urban area, 100 hectares adjacent to Exeter (in Exeter and East Devon), and 20 hectares adjoining the city in East Devon.

The 40 hectares within the city are already identified through planning permissions and allocations. A further 65 hectares are committed to the east of the city in East Devon through strategic employment proposals at Skypark and the science park. Around 55 hectares, therefore, remain to be allocated.

In view of constraints and competition for land (particularly housing) the Exeter Core Strategy will propose that around 20 of the remaining 55 hectares can be accommodated within the City (adjoining Exeter Business Park, at Sandy Park (south of the A379) and at Matford. East Devon will make provision for the other 35 hectares.

Following the adoption of the RSS, there will be a further consultation on the Core Strategy to deal with new issues arising from the RSS and government guidance, specifically the increase in housing targets, intention to make strategic allocations and the inclusion of guidance on infrastructure provision. This will be carried out in the Autumn. The Core Strategy for submission to the Secretary of State will then be published at the beginning of 2010 and formal representations invited. Submission and an Examination will follow with adoption by the end of 2010/ beginning of 2011.

5.0 STRATEGY REVIEW

- 5.1 Exeter's economy operates within an increasingly uncertain global economic climate and like other UK cities it competes with, is exposed to the vagaries of the market. The city needs to continue to seek diversification of its economy, build upon its strengths and take advantage of the opportunities it currently has.
- 5.2 The City Council will work closely with key partners across the public, private and voluntary sectors to ensure priority is given to tackling the most immediate needs of the local economy – supporting businesses to start up and grow, sustaining existing business and helping residents most affected by barriers into employment or in need of advice with their personal financial position. At the same time, the Service will continue to make its contribution to driving forward longer term strategic developments particularly the Science Park, whilst progressing the following: -
- developing the foundations for Exeter to promote itself as a 'Science Base'
 - working with the EHOD Employment and Skills Board and others to actively encourage businesses to invest in training their workforce, to improve their competitiveness and take advantage of opportunities when the economy comes out of recession
 - through the Exeter Business Support Enterprise Forum to encourage an increase in new business formation, development of interest in business at an early age, and promoting procurement opportunities with the public sector .
- 5.3 It is considered that the thrust, direction and key projects contained in the Economic Development Strategy as approved should remain although timescales for delivery will undoubtedly be pushed back. The uncertainties are such that despite some hailing of "green shoots" of recovery, the relevance and reality of the Strategy should be reviewed in no longer than 6 months to determine what progress has been made in realising the larger strategic projects and whether the more immediate shorter term measures undertaken by a range of organisations locally and regionally and by the Government nationally, are having the required effect.

6.0 FINANCIAL IMPLICATIONS

- 6.1 The Economic Development Service consists of 4 full-time officers, with the equivalent of an additional 1.5 FTE support given by the Head of Service and marketing staff.
- 6.2 The operating costs of the service to the City Council including employees, premises and support services and budgets for initiatives in 2009/10 are summarised below.

Revenue	
Economy & Tourism Admin including (staffing, operational and support costs)	£530,000
City Marketing	£43,000
Skills Development	£32,000
Exeter Business Support (EBS) for Small Business	£42,000
Food Festival	£15,000
Total	£662,000
Capital	£826,000

7.0 RECOMMENDATION that

- 7.1 Members note the report and that the longer term objectives and more immediate actions be reviewed in no longer than 6 months in view of the continued uncertain economic position facing the city

**RICHARD BALL
HEAD OF ECONOMY AND TOURISM**

ECONOMY AND DEVELOPMENT DIRECTORATE

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

1. 'Draft Economic Development Strategy 2008 – 2013', Scrutiny Committee – Economy 4 September 2008,
2. 'Regional Economic Profile – Recession Special' Issue 7, April 2009 by the South West RDA
3. 'Economic Review', Issue 15, February 2009, South West RDA

**Labour Market Information
Unemployment**

<p>Claimant Count (Unemployment) (April 09 data)</p> <p><i>Steadily rising from historically low levels.</i></p>	<ul style="list-style-type: none"> • Broadly speaking, the claimant count in the city has been regularly rising since its historically low level achieved back in November 2007 (921 for a rate of 1.1%) It is now standing at 2,405, up 91 on the previous month and also up 1,374 on the figure for September 2007, when the downturn began. • In absolute terms, this is the highest volume since February 1999. • The monthly increase of 3.9% compares with a national rise of 2.4%. • The claimant count rate in the city now stands at 2.9% (2.8% last month), compared with 4.1% nationally.
<p>Age and Duration (April 09 data)</p> <p><i>JSA claimants tend to be middle aged and claiming for less than 6 months but numbers of younger claimants is on the rise.</i></p> <p><i>See table 1 for sought occupation See tables 4,5 and 6 for trends over the past 6 months.</i></p>	<ul style="list-style-type: none"> • 33.2% of JSA claimants are aged 18-24 • 50.6% of JSA claimants are aged 25-49 • 13.9% of JSA claimants are aged over 50 <p>The age mix compared with one year ago confirms a slight shift towards 18-24 (30.8% in April 08).</p> <ul style="list-style-type: none"> • 82.0% of JSA claimants have been claiming for less than 6 months compared with 81.1% in April 2008. Numerically there has been an increase of 1,150 claimants of less than 6 months duration. • 13.8% have been claiming for 6-12 months. • 3.9% have been claiming for 1-2 years. • 0.3% have been claiming for over 2 years.
<p>Claimant Flows and Volumes (April 09 data)</p>	<ul style="list-style-type: none"> • Claimant on-flows during April 2009 were 81.4% higher than for the same period in 2008. Regionally the increase was 87.6% and nationally the increase was 72.3%. • Off flows rose by 46.9% in April 2009 when compared with the same period last year. Regionally the increase was 65.4% and the nationally the increase was 47.1%.
<p>Incapacity Benefit (August 08 data) Latest information available</p>	<ul style="list-style-type: none"> • In August 2008 there were around 1,080 IB only claimants in Exeter, representing 1.3% of the resident working age population. • This is a 3.6% decrease on May 2008 and a fall of 12.2% since August 2007.
<p>Income Support (August 08 data) Latest information available</p>	<ul style="list-style-type: none"> • In August 2008, 1,170 people in Exeter were claiming Income Support (IS)/ Pension Credit (PC) only. • This is a 0.9% increase on May 2008, but a fall of 4.1% since August 2007.
<p>Lone Parents (November 08 data)</p>	<ul style="list-style-type: none"> • There are currently 1,070 lone parents claiming benefits in the city as of November 2008, around 1.3% of the resident working age population.

Vacancies and Employment

Vacancies Notified

(April 09 data)

See [table 2](#) & [3](#) for details of vacancies notified by occupation and Industry.

- There were 1,037 vacancies notified in Exeter during April 2009.
- This compares with 1,143 for April last year, a decrease of 9.3%.
- 798 (76.9%) of the vacancies notified in Exeter during April 2009 were for full-time positions while 239 (23.1%) were part-time posts.
- This compares with 861 FT (75.3%) positions and 282 PT (24.7%) for the same period last year.

Employment

(Q3 2008 data)

Relatively high employment rate.

- The employment rate for Exeter stood at 75.7% for Q3 2008.
- This figure was 75.4% the previous quarter and 72% in with the same period last year.
- The national (E&W) employment rate is currently 74.3%, South West (78.5%) and EHOD (81%).

CAB Enquiry Volume Data

Exeter Citizens Advice Bureau

Debt and welfare benefits enquiries have increased significantly between the last quarter of 2008 and the first quarter of 2009.

April data shows a reduction in the number of enquiries relating to overdrafts, credit cards and loans

- There were 1,555 client enquiries relating to debt in Q1 2009, an increase of 81.9% on Q4 2008. (855).
- There were 458 client enquiries relating to debt in April 2009, a decrease of 24.8% on the record number of 609 enquiries made in March 2009.
- Of the debt related enquiries, 40.8% were concerned with overdrafts, credit card debt & unsecured loans and 2.4% for mortgage arrears (this compares with 46.5% and 3.4% in March).
- There were 1,146 client enquiries relating to welfare benefits in Q1 2009, an increase of 66.6% on the 688 enquiries recorded in the last quarter of 2008 whilst enquiries for April 09 reached 318 (+107 or 50.7%) compared with 211 a year ago.
- Disability living allowance benefits made up a little over a quarter of all welfare enquiries.

Company winding up/Bankruptcy Petition statistics

Insolvency proceedings

(1st Quarter 2009 data)

Caution: Note that these figures represent court activity and not the actual numbers of individual or business insolvencies. (see also [Notes](#)).

- There were 5 companies winding up in Q1 2009 in Exeter, with no percentage change in total since Q1 2008.
- There were 13 creditors bankruptcy petitions (again no change on Q1 2008).
- There were 166 debtors bankruptcy petitions, a 4% increase in total since Q1 2008.

Repossession statistics

Possessions orders (1st Quarter 2009 data)

Caution: figures should be used with care as they do not indicate how many properties have actually been repossessed. Repossession can occur without a court order being made while not all court orders result in repossession. (see also [Notes](#)).

- 74 mortgage repossessions **claims** were issued in Q1 2009 (89 in Q4 2009), -24% on Q1 2008.
- A total of 384 mortgage repossessions **claims** have been issued since Q2 2008, about 3% less than claims levels for the same period Q2 2007-Q1 2008.
- 45 mortgage repossessions **orders** were made in Q1 2009 (82 in Q4 08), -44% on Q1 2008).
- There were a total of 327 mortgage repossessions **orders** made by the courts in Exeter between Q2 08 and Q1 09, an increase of 12% on the same period for 07-08, in line with the South West rate but slightly higher than the national average (9%).
- 129 landlord repossessions **orders** were made in Q1 2009, a decrease of -8% on 2008 levels, significantly higher than the regional and national decrease (both at -2%).

Housing statistics

Land Registry data (1st Quarter 2009 data)

This is the third consecutive fall on the overall average house price since Q2 2008. Exeter's average house prices still remain high and have yet to fall further to impact on earning ratio, currently standing at 8.5 times residential median full time earnings.

- The overall average house price for Exeter for **Q1 2009** stands at £180,400, a decrease of around 15.7% on Q1 2008 (£214,000). This is a little more than the decreases witnessed locally (-13.3%), regionally (-10.9%) and nationally (-9%).
- The *adjusted* average for Q1 2009 is £186,800, a decrease of around 16.4% on Q1 2008 (£223,400).
- Only 174 homes changed hands in Exeter during Q1 2009 compared to around 355 during Q1 2008, representing a 51% drop.
- Between Q1 2008 and Q1 2009, 1,496 properties changed hands in the city. This compares with 2,818 transactions between Q1 2007/08, a drop of 46.9%.
- Analysis reveals that the total value of properties sold in Exeter in Q1 2009 has significantly dropped compared with Q1 2008, from nearly £76M to just £31M. (-59.2%).

Notes:

Important note - Introduction of Mortgage Pre-Action Protocol (MPAP) on 19 November 2008

A new mortgage pre action protocol (MPAP), approved by the Master of the Rolls, was introduced for repossession claims in the County Courts with effect from 19 November 2008. The MPAP gives clear guidance on what the courts expect lenders and borrowers to have done prior to a claim being issued.

Evidence from administrative records from October to December 2008 suggests that this date coincided with a fall of around 50% in the daily and weekly numbers of new mortgage repossession claims being issued in the courts.

It therefore seems highly likely that the launch of the MPAP has led to a marked fall in the number of new claims being issued during the latter part of the period covered by this bulletin. However, given the apparent cause, users should exercise caution in drawing broader inferences from the fall in mortgage repossession claims issued in Q4 2008.

Mortgage repossession orders are typically made (where necessary) around 8 weeks after the corresponding claims are issued. For this reason, the impact of the MPAP is yet to have visible effect on the statistics on repossession orders made. However, we would expect this occur during the early months of 2009.

At this early stage is not clear to what extent the launch of the MPAP has led to a permanent fall in the numbers of new mortgage repossession claims being issued, as opposed to some merely being postponed. This will become clearer as statistics for 2009 are published.

More details about the protocol can be viewed using the link:

http://www.justice.gov.uk/civil/procrules_fin/contents/protocols/prot_mha.htm

Company winding up and bankruptcy petition statistics:

1. This is a National Statistics publication produced by the Ministry of Justice. National Statistics are produced to high professional standards set out in the National Statistics Code of Practice. They undergo regular quality assurance reviews to ensure that they meet customer needs. They are produced free from any political interference.

2. No assumption should be made from these statistics about the number of companies that go into liquidation, or the number of individuals made bankrupt. The figures published by the Ministry of Justice show the number of company winding-up petitions and bankruptcy petitions presented to the court. This information is taken from court administrative systems and is different to the quarterly statistics published by the Insolvency Service. The Insolvency Service figures, showing the number of company winding-up orders and bankruptcy orders, are derived from administrative records of the BERR Insolvency Service and Companies House Executive Agencies. The statistics published by the Insolvency Service can be found using the link: www.insolvency.gov.uk/otherinformation/statistics/insolv.htm

3. The 2009 Q1 figures are provisional and therefore liable to revision to take account of any late amendments.

4. Percentage changes are not provided where there are less than 20 observations in the past period.

5. **Insolvency:** A company or individual with debts that they are unable to pay is said to be 'insolvent'.

6. **Company winding up:** When it becomes necessary to terminate a company's existence, whether owing to insolvency or for some other reason, the process is called 'winding up'.

7. There is a restriction on proceedings that may be commenced in county courts, which is based on the paid-up capital of the company. Well over half of winding up proceedings are commenced and handled in the Chancery Division of the High Court at the Royal Courts of Justice in London and at the eight provincial High Court centres. These centres are flagged [□] in Tables 2 and 3.

8. Company winding up proceedings will normally be commenced at the court centre local to the **registered office** of the company, which will not necessarily be situated in the same geographical area as the company's base or operational area. The relative regional levels of winding-up activity do not therefore necessarily reflect the geographical distribution of the companies involved.

9. **Individual bankruptcy:** Being bankrupt means you are or have been subjected to a bankruptcy order. A court makes a bankruptcy order only after a petition has been presented.

10. Proceedings for bankruptcy can be commenced at county courts with the appropriate jurisdiction, or in the Chancery Division of the High Court, either by a **creditor** (the person to whom the debt is owed) or by a **debtor** (the person who owes the debt).

Current and previous editions of this publication are available for download at:
www.justice.gov.uk/publications/companywindingupandbankruptcy.htm

Acknowledgments:

Produced by Economy & Tourism Unit, ECC.

Sources:

Nomis, Crown Copyright, Ministry of Justice-Q1 2009 Mortgage & Landlord Possessions statistics, Express and Echo, SWRDA Economics Review Issue 16-2nd quarter.

Special thanks to Steve Barriball, Director of Exeter Citizens Advice Bureau for supplying Enquiry volumes data.

Table 1. Claimant count by Sought Occupation, Apr08/Apr09

Occupation	April 2008		April 2009	
	Numbers	%	Numbers	%
0 : Occupation unknown	0	0.0%	5	0.2%
1 : Managers and Senior Officials	35	3.5%	115	4.8%
2 : Professional Occupations	30	3.0%	80	3.3%
3 : Associate Professional and Technical Occupations	40	4.0%	140	5.8%
4 : Administrative and Secretarial Occupations	105	10.4%	310	12.9%
5 : Skilled Trades Occupations	115	11.4%	285	11.9%
6 : Personal Service Occupations	60	6.0%	135	5.6%
7 : Sales and Customer Service occupations	155	15.4%	390	16.3%
8 : Process, Plant and Machine Operatives	85	8.5%	225	9.4%
9 : Elementary Occupations	380	37.8%	715	29.8%
Total	1,005	100%	2,400	100%

Source: ONS Crown Copyright

Table 2. Vacancies notified by Occupation, Apr08/Apr09

Sought Occupation	April 2008		April 2009	
	Numbers	%	Numbers	%
1 : Managers and Senior Officials	63	5.5%	70	6.8%
2 : Professional Occupations	19	1.7%	92	8.9%
3 : Associate Professional and Technical Occupations	118	10.3%	278	26.8%
4 : Administrative and Secretarial Occupations	214	18.7%	150	14.5%
5 : Skilled Trades Occupations	80	7.0%	61	5.9%
6 : Personal Service Occupations	76	6.6%	68	6.6%
7 : Sales and Customer Service occupations	209	18.3%	142	13.7%
8 : Process, Plant and Machine Operatives	98	8.6%	37	3.6%
9 : Elementary Occupations	266	23.3%	139	13.4%
Total	1,143	100%	1,037	100%

Source: ONS Crown Copyright

Table 3. Vacancies notified by Industry, Mar08/Mar09

Industry	April 2008		April 2009	
	Numbers	%	Numbers	%
1 : Agriculture and fishing (SIC A,B)	0	0.0%	15	1.4%
2 : Energy and water (SIC C,E)	29	2.5%	11	1.1%
3 : Manufacturing (SIC D)	38	3.3%	9	0.9%
4 : Construction (SIC F)	17	1.5%	30	2.9%
5 : Distribution, hotels and restaurants (SIC G,H)	170	14.9%	124	12.0%
6 : Transport and communications (SIC I)	19	1.7%	5	0.5%
7 : Banking, finance and insurance, etc (SIC J,K)	558	48.8%	436	42.0%
8 : Public administration, education & health (SIC L,M,N)	278	24.3%	243	23.4%
9 : Other services (SIC O,P,Q)	34	3.0%	164	15.8%
Total	1,143	100%	1,037	100%

Source: ONS Crown Copyright. (2003 Standard Industrial Classification, Broad Industrial Groups)

Table 4. Trends in Claimant count by Sought Occupation, Oct08/Apr09

Claimant Sought Occupation	Oct08	Nov08	Dec08	Jan09	Feb09	Mar09	Apr09
0 : Occupation Unknown	0.0%	0.3%	0.0%	0.3%	0.0%	0.0%	0.2%
1 : Managers and Senior Officials	3.9%	4.2%	4.5%	4.9%	4.8%	5.0%	4.8%
2 : Professional Occupations	4.6%	4.5%	3.6%	3.6%	3.9%	3.0%	3.3%
3 : Associate Professional & Technical Occupations	5.3%	5.8%	5.7%	5.5%	6.4%	6.3%	5.8%
4 : Administrative and Secretarial Occupations	12.3%	11.5%	11.4%	11.8%	11.8%	12.1%	12.9%
5 : Skilled Trades Occupations	11.3%	12.2%	13.3%	13.2%	13.2%	12.4%	11.9%
6 : Personal Service Occupations	6.3%	6.4%	6.6%	6.6%	5.9%	6.1%	5.6%
7 : Sales and Customer Service occupations	14.4%	14.4%	14.8%	15.1%	15.0%	15.6%	16.3%
8 : Process, Plant and Machine Operatives	8.8%	9.6%	9.3%	9.3%	9.3%	9.1%	9.4%
9 : Elementary Occupations	32.7%	31.1%	30.7%	30.1%	29.6%	29.7%	29.8%
Total	100%	100%	100%	100%	100%	100%	100%

Source: ONS Crown Copyright

Table 5. Trends in Vacancies notified by Occupation, Oct08/Mar09

Vacancies Sought Occupation	Oct08	Nov08	Dec08	Jan09	Feb09	Mar09	Apr09
0 : Occupation Unknown	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
1 : Managers and Senior Officials	4.9%	4.6%	5.9%	13.0%	4.1%	5.1%	6.8%
2 : Professional Occupations	3.1%	4.2%	5.2%	4.4%	4.6%	3.4%	8.9%
3 : Associate Professional & Technical Occupations	8.2%	12.6%	11.9%	12.1%	12.4%	21.4%	26.8%
4 : Administrative and Secretarial Occupations	7.8%	9.2%	11.1%	9.5%	16.6%	9.7%	14.5%
5 : Skilled Trades Occupations	6.1%	5.3%	7.0%	6.6%	5.4%	5.9%	5.9%
6 : Personal Service Occupations	6.9%	8.2%	10.0%	8.2%	13.9%	17.4%	6.6%
7 : Sales and Customer Service occupations	25.4%	24.8%	16.3%	16.6%	16.4%	18.2%	13.7%
8 : Process, Plant and Machine Operatives	4.1%	10.3%	10.9%	6.2%	11.0%	6.6%	3.6%
9 : Elementary Occupations	33.6%	20.9%	21.8%	23.4%	15.5%	12.3%	13.4%
Total	100%	100%	100%	100%	100%	100%	100%

Source: ONS Crown Copyright

Table 6. Trends in Vacancies notified by Industry, Oct08/Mar09

Vacancies by Industry	Oct08	Nov08	Dec08	Jan09	Feb09	Mar09	Apr09
1 : Agriculture and fishing (SIC A,B)	0.0%	0.5%	0.1%	0.0%	1.2%	4.7%	1.4%
2 : Energy and water (SIC C,E)	0.0%	0.1%	0.4%	1.1%	0.4%	0.2%	1.1%
3 : Manufacturing (SIC D)	1.0%	1.4%	0.2%	0.7%	6.8%	0.9%	0.9%
4 : Construction (SIC F)	2.9%	3.3%	0.8%	1.3%	3.8%	1.7%	2.9%
5 : Distribution, hotels and restaurants (SIC G,H)	21.7%	20.1%	15.0%	12.1%	10.1%	8.2%	12.0%
6 : Transport and communications (SIC I)	16.2%	3.0%	2.4%	4.0%	1.8%	3.9%	0.5%
7 : Banking, finance and insurance, etc (SIC J,K)	39.7%	57.3%	60.9%	60.0%	55.8%	59.2%	42.0%
8 : Public administration, education & health (SIC L,M,N)	10.2%	9.1%	17.8%	15.0%	11.8%	16.4%	23.4%
9 : Other services (SIC O,P,Q)	8.2%	5.1%	2.3%	5.7%	8.3%	4.8%	15.8%
Total	100%	100%	100%	100%	100%	100%	100%

Source: ONS Crown Copyright

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Appendix 2

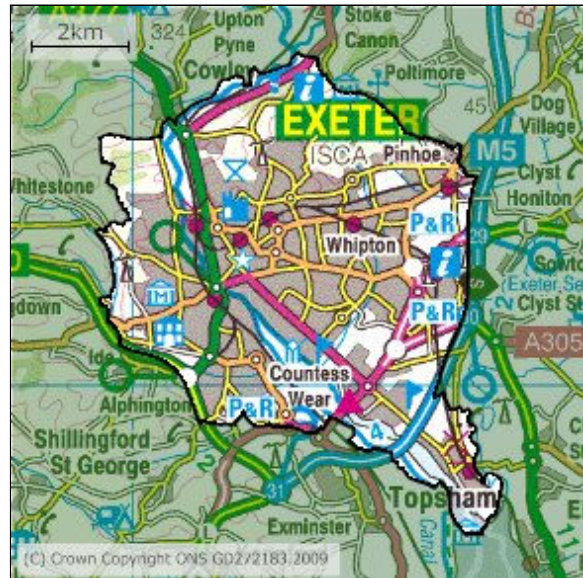
Official labour market statistics NOMIS- Labour Market Profile

The following profile produced by the Government Office for National Statistics provides a summary of data from a number of sources. The data varies in age but is the most recent data published. The source of the data is shown under each table.

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Labour Market Profile Exeter

The profile brings together data from several sources. Details about these and related terminology are given in the definitions section.



RESIDENT POPULATION

Total population (2007)

	Exeter (numbers)	South West (numbers)	Great Britain (numbers)
All people	122,400	5,178,000	59,216,200
Males	60,400	2,536,200	29,054,100
Females	62,000	2,641,800	30,162,100

Source: ONS mid-year population estimates

Working age population (2007)

	Exeter (numbers)	Exeter (%)	South West (%)	Great Britain (%)
All people - working age	82,900	67.7	60.1	62.2
Males - working age	43,600	72.2	64.7	66.2
Females - working age	39,300	63.4	55.7	58.3

Source: ONS mid-year population estimates

Notes: % is a proportion of total population

Working age includes males aged 16-64 and females aged 16-59

LABOUR SUPPLY**Employment and unemployment (Oct 2007-Sep 2008)**

	Exeter (numbers)	Exeter (%)	South West (%)	Great Britain (%)
All people				
Economically active [†]	64,600	79.5	81.7	78.8
In employment [†]	61,600	75.7	78.5	74.5
Employees [†]	55,600	68.1	66.7	64.8
Self employed [†]	6,000	7.6	11.3	9.3
Unemployed (model-based) [§]	3,100	4.8	3.9	5.3
Males				
Economically active [†]	32,700	78.4	85.0	83.3
In employment [†]	30,000	72.0	81.4	78.6
Employees [†]	26,100	62.7	65.7	65.1
Self employed [†]	3,900	9.3	15.2	13.1
Unemployed [§]	#	#	4.1	5.6
Females				
Economically active [†]	32,000	80.7	78.2	73.9
In employment [†]	31,600	79.7	75.2	70.1
Employees [†]	29,400	74.0	67.7	64.4
Self employed [†]	#	#	6.9	5.2
Unemployed [§]	!	!	3.7	5.0

Source: ONS annual population survey

Sample size too small for reliable estimate

! Estimate is not available since sample size is disclosive

† numbers are for those aged 16 and over, % are for those of working age (16-59/64)

§ numbers and % are for those aged 16 and over. % is a proportion of economically active

Economic inactivity (Oct 2007-Sep 2008)

	Exeter (numbers)	Exeter (%)	South West (%)	Great Britain (%)
All people				
Economically inactive	16,300	20.5	18.3	21.2
Wanting a job	#	#	5.0	5.6
Not wanting a job	13,500	16.9	13.3	15.6
Males				
Economically inactive	9,000	21.6	15.0	16.7
Wanting a job	#	#	4.3	4.6
Not wanting a job	7,500	18.0	10.8	12.0
Females				
Economically inactive	7,300	19.3	21.8	26.1
Wanting a job	#	#	5.8	6.6
Not wanting a job	5,900	15.7	16.0	19.4

Source: ONS annual population survey

Sample size too small for reliable estimate

Notes: Numbers and % are for those of working age

% is a proportion of total working age population

Employment by occupation (Oct 2007-Sep 2008)

	Exeter (numbers)	Exeter (%)	South West (%)	Great Britain (%)
Soc 2000 major group 1-3	30,000	48.8	42.3	43.2
1 Managers and senior officials	10,400	16.9	16.1	15.5
2 Professional occupations	11,000	17.8	11.8	13.0
3 Associate professional & technical	8,700	14.1	14.3	14.6
Soc 2000 major group 4-5	12,600	20.5	23.6	22.4
4 Administrative & secretarial	7,000	11.4	11.2	11.4
5 Skilled trades occupations	5,600	9.1	12.4	10.9
Soc 2000 major group 6-7	9,200	14.9	16.7	15.7
6 Personal service occupations	6,100	9.9	8.7	8.1
7 Sales and customer service occs	#	#	7.9	7.5
Soc 2000 major group 8-9	9,700	15.8	17.4	18.7
8 Process plant & machine operatives	#	#	6.1	7.1
9 Elementary occupations	8,300	13.5	11.3	11.5

Source: ONS annual population survey

Sample size too small for reliable estimate

Notes: Numbers and % are for those of 16+

% is a proportion of all persons in employment

Qualifications (Jan 2007-Dec 2007)

	Exeter (numbers)	Exeter (%)	South West (%)	Great Britain (%)
NVQ4 and above	23,400	30.0	29.1	28.6
NVQ3 and above	44,000	56.3	49.2	46.4
NVQ2 and above	53,500	68.4	68.1	64.5
NVQ1 and above	63,500	81.2	82.6	78.1
Other qualifications	8,900	11.4	7.9	8.8
No qualifications	5,700	7.3	9.5	13.1

Source: ONS annual population survey

Notes: For an explanation of the qualification levels see the definitions section.

Numbers and % are for those of working age

% is a proportion of total working age population

Earnings by residence (2008)

	Exeter (pounds)	South West (pounds)	Great Britain (pounds)
Gross weekly pay			
Full-time workers	398.6	450.8	479.3
Male full-time workers	444.2	498.3	525.0
Female full-time workers	325.5	377.5	412.7
Hourly pay			
Full-time workers	9.67	11.14	12.01
Male full-time workers	10.43	12.06	12.72
Female full-time workers	9.30	9.94	10.96

Source: ONS annual survey of hours and earnings - resident analysis

Note: Median earnings in pounds for employees living in the area.

WORKING-AGE BENEFITS

The Jobseeker's Allowance (JSA) is payable to people under pensionable age who are available for, and actively seeking, work of at least 40 hours a week.

Total JSA claimants (April 2009)

	Exeter (numbers)	Exeter (%)	South West (%)	Great Britain (%)
All people	2,405	2.9	3.1	4.1
Males	1,748	4.0	4.4	5.8
Females	657	1.7	1.7	2.2

Source: ONS claimant count with rates and proportions

Note: % is a proportion of resident working age people

JSA claimants by age and duration (April 2009)

	Exeter (numbers)	Exeter (%)	South West (%)	Great Britain (%)
By age of claimant				
Aged 18-24	795	33.2	29.9	29.5
Aged 25-49	1,215	50.6	52.0	54.3
Aged 50 and over	335	13.9	17.4	15.6
By duration of claim				
Up to 6 months	1,965	82.0	81.0	76.0
Over 6 up to 12 months	330	13.7	14.2	16.3
Over 12 months	100	4.2	4.8	7.7

Source: ONS claimant count - age and duration

Note: % is a proportion of all JSA claimants

Working-age client group - key benefit claimants (August 2008)

	Exeter (numbers)	Exeter (%)	South West (%)	Great Britain (%)
Total claimants	8,830	10.6	11.7	14.2
Job seekers	1,250	1.5	1.5	2.4
Incapacity benefits	4,640	5.6	6.2	7.0
Lone parents	1,070	1.3	1.5	2.0
Carers	660	0.8	0.9	1.1
Others on income related benefits	280	0.3	0.4	0.5
Disabled	780	0.9	1.0	1.0
Bereaved	150	0.2	0.3	0.3
Key out-of-work benefits [†]	7,240	8.7	9.5	11.9

Source: DWP benefit claimants - working age client group

[†] Key out-of-work benefits consists of the groups: job seekers, incapacity benefits, lone parents and others on income related benefits

Note: % is a proportion of resident working age people

LABOUR DEMAND

Jobs density (2006)

	Exeter (jobs)	Exeter (density)	South West (density)	Great Britain (density)
Jobs density	95,000	1.18	0.90	0.88

Source: ONS jobs density

Notes: The density figures represent the ratio of total jobs to working-age population.

Total jobs includes employees, self-employed, government-supported trainees and HM Forces

Employee jobs (2007)

	Exeter (employee jobs)	Exeter (%)	South West (%)	Great Britain (%)
Total employee jobs	84,200	-	-	-
Full-time	56,200	66.7	65.4	69.0
Part-time	28,000	33.3	34.6	31.0

Employee jobs by industry

Manufacturing	3,900	4.6	11.3	10.6
Construction	3,900	4.7	4.8	4.9
Services	74,400	88.3	81.8	83.0
Distribution, hotels & restaurants	18,200	21.6	25.3	23.3
Transport & communications	6,100	7.3	5.1	5.9
Finance, IT, other business activities	16,800	19.9	18.6	21.6
Public admin, education & health	29,800	35.4	28.0	26.9
Other services	3,500	4.1	4.7	5.2
Tourism-related [†]	5,000	6.0	9.2	8.2

Source: ONS annual business inquiry employee analysis

- Data unavailable

† Tourism consists of industries that are also part of the services industry (see the definitions section)

Notes: % is a proportion of total employee jobs

Employee jobs excludes self-employed, government-supported trainees and HM Forces

Earnings by workplace (2008)

	Exeter (pounds)	South West (pounds)	Great Britain (pounds)
Gross weekly pay			
Full-time workers	438.4	445.4	479.1
Male full-time workers	479.1	488.4	523.5
Female full-time workers	369.1	378.2	412.4
Hourly pay			
Full-time workers	11.17	10.94	12.00
Male full-time workers	11.98	11.81	12.69
Female full-time workers	10.32	9.89	10.95

Source: ONS annual survey of hours and earnings - workplace analysis

Note: Median earnings in pounds for employees working in the area.

Jobcentre plus vacancies (April 2009)

	Exeter	South West	Great Britain
Unfilled jobcentre vacancies (numbers)	911	17,618	212,718
Unfilled jobcentre vacancies per 10,000 working age population	110	57	58
JSA claimants per unfilled jobcentre vacancy	2.6	5.5	7.1

Source: Jobcentre Plus vacancies - summary analysis

BUSINESSES**VAT registered businesses (2007)**

	Exeter (numbers)	Exeter (%)	South West (%)	Great Britain (%)
Registrations	305	9.2	8.9	10.2
Deregistrations	245	7.4	6.6	7.3
Stock (at end of year)	3,325	-	-	-

Source: BERR - vat registrations/deregistrations by industry

Note: % is a proportion of stock (at end of year)

Definitions and Explanations

RESIDENT POPULATION

The estimated population of an area includes all those usually resident in the area, whatever their nationality. HM Forces stationed outside the United Kingdom are excluded but foreign forces stationed here are included. Students are taken to be resident at their term-time address.

Working age includes males aged 16 to 64 and females aged 16 to 59.

LABOUR SUPPLY

Labour supply consists of people who are employed, as well as those people defined as unemployed or economically inactive, who can be considered to be potential labour supply. Information in this section relates to the characteristics of people living in an area.

Most labour supply data comes from the Annual Population Survey (APS). The APS is the largest regular household survey in the United Kingdom. It includes data from the Labour Force Survey (LFS), plus further sample boosts in England, Wales and Scotland. The survey includes data from a sample of around 256,000 people aged 16 and over.

As APS estimates are based on samples, they are subject to sampling variability. This means that if another sample for the same period were drawn, a different estimate might be produced. In general, the larger the number of people in a sample, the smaller the variation between estimates. Estimates for smaller areas such as local authorities are therefore less reliable than those for larger areas such as regions. When the sample size is too small to produce reliable estimates, the estimates are replaced with a #.

Working age: always refers to females aged 16 to 59 and males aged 16 to 64.

Economically Active

Economically active: People who are either in employment or unemployed.

Economic activity rate: People, who are economically active, expressed as a percentage of all people.

In employment: People who did some paid work in the reference week (whether as an employee or self employed); those who had a job that they were temporarily away from (eg, on holiday); those on government-supported training and employment programmes; and those doing unpaid family work.

Employment rate: The number of people in employment expressed as a percentage of all people.

Employees and self employed: The division between employees and self employed is based on survey respondents' own assessment of their employment status. The percentage show the number in each category as a percentage of all working age people. The sum of employees and self employed will not equal the **in employment** figure due to the inclusion of those on government-supported training and employment programmes, and those doing unpaid family work in the latter.

Unemployed: Refers to people without a job who were available to start work in the two weeks following their interview and who had either looked for work in the four weeks prior to interview or were waiting to start a job they had already obtained.

Model-based unemployed: As unemployed form a small percentage of the population, the APS unemployed estimates within local authorities are based on very small samples so for many areas would be unreliable. To overcome this ONS has developed a statistical model that provides better estimates of total unemployed for unitary authorities and local authority districts (unemployment estimates for counties are direct survey estimates). Model-based estimates are not produced for male or female unemployed.

The model-based estimate improves on the APS estimate by *borrowing strength* from the claimant count to produce an estimate that is more precise (i.e. has a smaller confidence interval). The claimant count is not itself a measure of unemployment but is strongly correlated with unemployment, and, as it is an administrative count, is known without sampling error. The gain in precision is greatest for areas with smaller sample sizes.

Unemployment rate: Unemployed as a percentage of the economically active population.

Economically Inactive

Economically inactive: People who are neither in employment nor unemployed. This group includes, for example, all those who were looking after a home or retired.

Wanting a job: People not in employment who want a job but are not classed as unemployed because they have either not sought work in the last four weeks or are not available to start work.

Not wanting a job: People who are neither in employment nor unemployed and who do not want a job.

Occupation

Occupations are classified according to the Standard Occupation Classification 2000. Descriptions of the job titles included in each code are available in the SOC manuals which can be downloaded from:
http://www.statistics.gov.uk/methods_quality/ns_sec/soc2000.asp

Qualifications

Qualifications data are only be available from the APS for calendar year periods, for example, Jan to Dec 2005. The variables show the total number of people who are qualified at a particular level and above, so data in this table are not additive. Separate figures for each NVQ level are available in the full Annual Population Survey data set (wizard/advanced query).

The trade apprenticeships are split 50/50 between NVQ level 2 and 3. This follows ONS policy for presenting qualifications data in publications. Separate counts for trade apprenticeships can be obtained from the full APS data set (wizard/advanced query).

No qualifications: No formal qualifications held

Other qualifications: includes foreign qualifications and some professional qualifications

NVQ 1 equivalent: e.g. fewer than 5 GCSEs at grades A-C, foundation GNVQ, NVQ 1, intermediate 1 national qualification (Scotland) or equivalent

NVQ 2 equivalent: e.g. 5 or more GCSEs at grades A-C, intermediate GNVQ, NVQ 2, intermediate 2 national qualification (Scotland) or equivalent

NVQ 3 equivalent: e.g. 2 or more A levels, advanced GNVQ, NVQ 3, 2 or more higher or advanced higher national qualifications (Scotland) or equivalent

NVQ 4 equivalent and above: e.g. HND, Degree and Higher Degree level qualifications or equivalent

Earnings by Residence

The figures show the median earnings in pounds for employees living in the area who are on adults rates of pay and whose pay was not affected by absence. Figures for earnings come from the Annual Survey of Hours and Earnings (ASHE). The ASHE is based on a 1 per cent sample of employees, information on whose earnings and hours is obtained from employers. The survey does not cover self-employed. Information relates to a pay period in April.

The earnings information collected relates to gross pay before tax, national insurance or other deductions, and excludes payments in kind. It is restricted to earnings relating to the survey pay period and so excludes payments of arrears from another period made during the survey period; any payments due as a result of a pay settlement but not yet paid at the time of the survey will also be excluded.

WORKING-AGE BENEFITS

JSA Claimant Count

JSA claimant count records the number of people claiming Jobseekers Allowance (JSA) and National Insurance credits at Jobcentre Plus local offices. People claiming JSA must declare that they are out of work, capable of, available for and actively seeking work during the week in which the claim is made.

The percentage figures express the number of claimants resident in an area as a percentage of the working age population resident in that area. Working age is defined as 16-64 for males and 16-59 for females.

The count of total JSA claimants is mostly derived from the Jobcentre Plus computer records. For various reasons, e.g. a claimant's National Insurance number is not known, a few claims have to be dealt with manually. These clerical claims, which amount to less than 1 per cent of the total, are counted separately and not analysed in as much detail as the computerised claims. The count of total JSA claimants includes clerical claims, but only the computerised claims are analysed by age and duration.

DWP Working-Age Client Group

The number of working-age people (m:16-64, f:16-59) who are claiming one or more key DWP benefits. The key benefits are: bereavement benefit, carer's allowance, disability living allowance, incapacity benefit, severe disablement allowance, income support, jobseeker's allowance, and widow's benefit.

The total count is broken down by statistical groups. These categorise each person according to the main reason why they are claiming benefit. Each client is classified to a single group.

Benefits are arranged hierarchically and claimants are assigned to a group according to the top most benefit they receive. Thus a person who is a lone parent and receives Incapacity Benefit would be classified as incapacity benefits. Consequently, the group lone parent will not contain all lone parents as some will be included in the incapacity benefits group and Job seekers groups.

Key out-of-work benefits consists of the groups: job seekers, incapacity benefits, lone parents and others on income related benefits.

LABOUR DEMAND

Labour demand includes jobs and vacancies available within the area.

Jobs Density

The numbers of jobs per resident of working age (16-59/64). For example, a job density of 1.0 would mean that there is one job for every resident of working age.

The total number of jobs is a workplace-based measure and comprises employee jobs, self-employed, government-supported trainees and HM Forces. The number of working age residents figures used to calculate jobs densities are based on the relevant mid-year population estimates.

Employee Jobs

The number of jobs held by employees. Employee jobs excludes self-employed, government-supported trainees and HM Forces, so this count will be smaller than the total jobs figure shown in the Jobs density table. The information comes from the Annual Business Inquiry (ABI) - an employer survey conducted in December of each year. The survey samples around 78,000 businesses. The ABI records a job at the location of an employee's workplace (rather than at the location of the business's main office).

Full-time and part-time: In the ABI, part-time employees are those working for 30 or fewer hours per week.

Tourism-related includes the following sectors:

- 551 Hotels
- 552 Camping sites etc
- 553 Restaurants
- 554 Bars
- 633 Activities of travel agencies etc
- 925 Library, archives, museums etc
- 926 Sporting activities
- 927 Other recreational activities

Earnings by Workplace

The figures show the median earnings in pounds for employees working in the area who are on adults rates of pay and whose pay was not affected by absence. Figures for earnings come from the Annual Survey of Hours and Earnings (ASHE). The ASHE is based on a 1 per cent sample of employees, information on whose earnings and hours is obtained from employers. The survey does not cover self-employed. In 2004 information related to the pay period which included 21 April.

The earnings information collected relates to gross pay before tax, national insurance or other deductions, and excludes payments in kind. It is restricted to earnings relating to the survey pay period and so excludes payments of arrears from another period made during the survey period; any payments due as a result of a pay settlement but not yet paid at the time of the survey will also be excluded.

Jobcentre plus vacancies

The figures in the tables are based on the number of live unfilled vacancies handled by Jobcentre Plus. These are vacancies actively available to jobseekers on the count date and are derived as a by-product of administrative systems. Users should be aware of the following points when using and interpreting the series:

- Coverage relates just to vacancies notified to Jobcentre Plus and as such represent a market share of vacancies throughout the whole economy. This proportion varies over time, according to the occupation of the vacancy and industry of the employer, and by local area.
- The time-series is susceptible to discontinuities arising from changes to vacancy taking and vacancy handling (e.g. 2006 changes to employer follow-up processes).
- Local area data can throw up spurious figures. For example, Lincoln local authority includes all national vacancies notified by the Ministry of Defence since these are recorded against a single central postcode irrespective of actual location.

For further details see: <https://www.nomisweb.co.uk/articles/406.aspx>

BUSINESSES

VAT Registered Businesses

VAT registrations and de-registrations are the best official guide to the pattern of business start-ups and closures. They are an indicator of the level of entrepreneurship and of the health of the business population. As such they are used widely in regional and local economic planning.

Local authority profile for Exeter

These figures do not, however, give the complete picture of start-up and closure activity in the economy. Some VAT exempt sectors and businesses operating below the threshold for VAT registration are not covered. At the start of 2005, the VAT threshold was an annual turnover of ?58,000, and 1.8 million of the estimated 4.3 million enterprises in the UK were VAT-registered.

However, some businesses do voluntarily register for VAT even though their turnover is below the threshold. Data for 2005 shows that around a fifth of all registrations have turnover below the VAT threshold.

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EXETER CITY COUNCIL

ECONOMY SCRUTINY COMMITTEE 11 JUNE 2009

CITY CENTRE PERFORMANCE UPDATE

1.0 PURPOSE OF REPORT

- 1.1 The purpose of this report is to brief members on current city centre performance levels, with updates on retail unit vacancy rates, car park statistics, retail sales information and pedestrian footfall data.

2.0 RETAIL UNIT VACANCY RATES

- 2.1 A full retail units vacancy survey was undertaken in March 2009 and the survey makes encouraging reading, with a relatively modest increase in retail unit vacancy rates between August 2008 and March 2009. A summary of survey figures is set out at **Appendix 1**. It should be noted that 6 of the 16 streets surveyed had no vacancies and a further 4 streets showed no increase in vacancy rates since August 2008. In March 2009 there were a total of 49 vacant retail units in the City Centre – out of a total of 588 units (8.3% vacancy rate). It is worth noting that the national average vacancy rate in March of this year has been reported as 15%, with some centres reporting vacancy rates of up to 39%. Further significant points arising from the vacancy survey are set out below.
- 2.2 **Fore Street.** The overwhelming majority of vacancies are within the arcades and a number of new retailers have opened in previously vacant units within the first quarter of 2009.
- 2.3 **High Street.** The number of vacant units within the High Street remains stubbornly higher than it was hoped would be the case. The survey showed a total of 8 vacant units in High Street – this figure has now been reduced to 7 with the recent opening of L'Occitane, an excellent addition to the City Centre retail offer.
- 2.4 **Princesshay.** Positive dialogue is reported with a number of potential new retailers. An announcement has now been made on the anticipated opening in the late Summer of Carluccio's in the former Orange Tree unit – a major addition to the City's retail and restaurant line-up.

3.0 CAR PARK DATA

- 3.1 **City Council** car park data is set out in the table below. The table shows total numbers of tickets sold in City Council car parks per quarter, with comparative data listed for each of the last five years.

Year	Tickets Sold – Q1	Tickets Sold – Q2	Tickets Sold – Q3	Tickets Sold – Q4	Tickets Sold – TOTAL
2004/05	673,161	710,390	785,383	635,836	2,804,770
2005/06	684,348	691,999	732,966	614,458	2,723,771
2006/07	616,871	673,455	701,683	590,786	2,582,795
2007/08	625,380	690,601	726,080	593,962	2,636,023
2008/09	577,359	619,750	680,875	557,824	2,435,808

- 3.2 It should be stressed that, whilst on the face of it, the ticket sales data show a significant drop in ticket sales between 2007/08 and 2008/09, when ticket sales at Princesshay and Summerland Gate car parks are taken in to account, 2007/08 and 2008/09 car park ticket sales comparisons are more encouraging.
- 3.3 Taking Princesshay and Summerland Gate car park figures in to account, there was a slight reduction in City Centre car park ticket sales between 2007/08 and 2008/09 – a total reduction of 2.3%. The most significant quarterly reductions were shown in quarters three and four (reductions of 4.1% and 3.9% respectively).
- 3.4 The take up of the concessionary bus pass is likely to be a key factor in the reduction in car park usage, with both the take up and usage figures among the over 60's for the concessionary bus travel pass in Exeter particularly high, with take up standing at 84.5%.

4.0 RETAIL SALES DATA

- 4.1 Retail sales data have been taken from a number of key retailers across the City Centre. The number of retailers participating in this specific monitoring exercise is limited and the figures only provide one element of a snapshot of city centre performance. The figures are, however, again relatively encouraging within the context of broadly negative prevailing economic conditions. Figures are shown below for the first quarter of 2009.

Month 2009	Sales +/- Comparison with 2008
January	+3.44%
February	-0.7%
March	+3.58%

5.0 FOOTFALL MONITORING

- 5.1 On-going footfall monitoring is undertaken across the city centre, with the latest city centre footfall survey undertaken in February 2009. The latest footfall survey was undertaken by PMRS. By definition, the footfall survey figures should be viewed within the context of the wider basket of performance indicators.
- 5.2 Estimated average weekly footfall figures derived from the footfall survey show a 3.3% increase in footfall on March 2008 and a 19.9% increase on March 2006.

- 5.3 Footfall survey figures were derived from a total of 46 count points across the city centre, with the five busiest survey points (ranked 1-5) being Tesco Metro, Clarks, Boots, Clinton Cards (Princesshay) and Thomson Travel (High Street). The Tesco Metro survey point has an estimated weekly footfall figure of 133,420.
- 5.4 Significant year-on-year footfall increases (2009 compared with 2008) were seen in High Street near the former Russell & Bromley/NEXT unit, in Little Queen Street and in London Inn Square (near to NEXT). Significant footfall decreases have been identified in Bampfylde Lane (closure of Zavvi and USC have impacted on footfall within this area) and in Paris Street (near Fulfords).

6.0 CONCLUSION

- 6.1 Key data set out in section 2, 3, 4 & 5 above provides a snapshot indicator of recent city centre performance.
- 6.2 The current economic climate is without doubt extremely challenging, however current analysis of key performance indicators in Exeter is relatively encouraging. There are, however, no grounds for complacency, with the economic picture often confusing, contradictory and fast moving. Analysis of performance will be undertaken on an on-going basis and reported to Economy Scrutiny Committee as appropriate.

7.0 RECOMMENDATION

- 3.1 **It is recommended that** Members note the performance update.

JOHN RIGBY
DIRECTOR ECONOMY AND DEVELOPMENT

JOHN HARVEY
CITY CENTRE MANAGER

ECONOMY AND DEVELOPMENT DIRECTORATE

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

Background papers used in compiling this report:

None

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CITY CENTRE VACANT RETAIL UNITS 2007 - 2009

Street/Area	August 2007	August 2008	March 2009
Cathedral (includes Broadgate, Cathedral Close and Cathedral Yard)	1	1	1
Castle Street (includes Little Castle Street)	2	0	0
Catherine Street	0	0	0
Cheeke Street	0	0	0
Fore Street (includes City Arcade and Fore Street Centre)	4	4	11
Gandy Street (includes New Buildings, Queens Walk and Upper Paul Street)	0	1	0
Guildhall Centre (includes Goldsmith Street and Waterbeer Street)	0	2	2
Harlequin Centre	7	4	5
High Street (includes Roman Passage)	1	5	8
Martins Lane	0	0	0
North Street	2	2	2
Paris Street	1	4	6
Princesshay (includes Bampfylde Lane, Bedford Street, Blue Boy Square, Eastgate, Princesshay Lane and Roman Walk)	n/a	3	7
Queen Street	0	0	0
Sidwell Street	6	9	6
South Street	2	1	1
TOTAL	26	36	49

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EXETER CITY COUNCIL

ECONOMY SCRUTINY COMMITTEE 11 JUNE 2009

CONCESSIONARY TRAVEL SCHEME

1.0 PURPOSE OF REPORT

- 1.1 To advise Members on developments in relationship to the concessionary travel scheme and seek their views on options for changing the administration of the scheme.

2.0 BACKGROUND

- 2.1 Members will be aware of the financial challenge which the concessionary travel scheme now presents to the Council. Since the statutory minimum bus concession was first introduced in 2001, it has evolved from a scheme which allowed half-fare local travel to one which, from April 2008, permits free travel on a national basis. The basis on which local authorities pay for concessionary travel has also changed: prior to April 2008, Councils paid for all trips undertaken by passholders resident in their area. Since April 2008, Councils pay for all trips originating in their area, regardless of where the passholder making the trip actually lives. This has had a dramatic impact on cities such as Exeter which generate a large number of inward trips, as the Council is responsible for paying for the return or onward portion of each journey.
- 2.2 In addition to the cost pressures generated by the new scheme, the extra funding provided by government, in the form of special grant, has been unevenly distributed and led to a large imbalance between additional costs and additional funding in many authorities, including Exeter. The shortfall in funding for the City Council amounted to some £1.3 million in 2008/09 and is estimated to be approximately £1.67 million in the current financial year.
- 2.3 In response to this situation, the Council has been lobbying the Department for Transport (DfT) for a more equitable funding settlement, both on an individual basis and jointly with other affected authorities via the Local Government Association. Although Ministers at the DfT are reportedly "sympathetic" to the situation faced by Exeter and others, no firm commitment to change the funding formula has yet been forthcoming. The DfT has, however, published a consultation document on possible changes to the administration of concessionary travel with a likely implementation date of April 2011. This consultation exercise is covered in paragraph 3 below.
- 2.4 Officers have also sought to limit the costs of concessionary travel to the Council insofar as it is possible to do so. To this end, at its meeting on 27 January 2009 Executive agreed a three year financial settlement with Stagecoach (who account for the overwhelming majority of the Council's expenditure on concessionary travel) which effectively 'caps' the amounts we pay to them this year and next. The crucial advantage of this settlement is that Stagecoach have withdrawn their appeal against the reimbursement rate applied to them (put simply, the percentage value of an average fare which compensates them for carrying concessionary passengers) and have undertaken to indemnify the Council and partner authorities in the Devon Concessionary Bus Travel Partnership against

the outcome of a Judicial Review which is proceeding against the methodology used in determining reimbursement appeals. In the absence of a fixed sum settlement, the implications of decisions on reimbursement rates going against the Council would be very significant. Officers understand that two Councils have recently lost bus operator appeals. In one case, it is believed this has cost the authority an additional £250,000, and in the other case £600,000. Officers have recently been finalising the technical details of the agreement with Stagecoach and it is expected that it will be concluded and signed off imminently.

3.0 DEPARTMENT FOR TRANSPORT CONSULTATION

- 3.1 As noted in paragraph 2.3, the Department for Transport has published a consultation paper on possible changes to the administration of the concessionary travel scheme and is inviting responses by 21 July 2009. Although the consultation does not address the Council's immediate issues regarding funding, it does have implications for how the scheme might be financed by government in the future.
- 3.2 The main options put forward are moving responsibility for concessionary travel to upper tier authorities only (i.e. the County Council in the case of Devon as it is currently organised); moving responsibility to central government; or leaving the arrangements as they are (i.e. largely with District councils). A further option of moving the administrative arrangements to a regional level is referred to, but it is noted that such a move would require primary legislation and would therefore take longer to achieve.
- 3.3 The government's initial preference is to shift responsibility from District to County Councils. This is in part because of the efficiency savings that could be achieved, but principally because of the synergies this would offer between concessionary travel on the one hand and the wider strategic transport responsibilities of upper tier authorities on the other. In principle, officers would support this approach (because of the synergy argument and also to help even out local funding differentials), but the key question would be the financial implications that would follow.
- 3.4 The consultation document acknowledges the difficulties associated with removing funding from lower tier authorities. At the level of special grant it is straightforward: the amount payable to each District Council would be withdrawn and paid to the County Council instead. However, in the case of formula grant (the block grant given to local authorities to spend on the range of services they provide), the position is far less clear cut as it is not possible to separately identify the allocations which authorities have historically made to fund concessionary travel. The DfT identify a two stage process for removing formula grant, but the critical consideration for the Council will be that this process does not perpetuate or reinforce the funding deficiencies which we have experienced since April 2008.
- 3.5 Of the possible changes being proposed for concessionary travel, officers would recommend against the option of it remaining a District Council responsibility. Whilst there may be some advantages in moving responsibility to central government, this would involve very significant organisational changes and, as the consultation document itself points out, would remove considerable sums in formula grant from the local government system which might have unintended consequences. On balance, therefore, officers would support the principle of transferring responsibility to upper tier authorities on the proviso that the funding implications of doing so were very carefully calculated and consulted upon.

- 3.6 Members are therefore asked to indicate which option, if any, they wish the Council to support.
- 3.7 It should be noted that because the intended implementation date of any amendments to the scheme will be April 2011, lobbying of DfT is continuing with the aim of securing change in the grant formula for 2010/11 which would reduce the impact on the Council's finances.

4.0 FINANCIAL IMPLICATIONS

- 4.1 As already indicated in 3.4 above the consultation document acknowledges the difficulties associated in transferring the funding from District Councils instead to County Councils. In the consultation document itself it states that 'This is why this consultation focuses on the principle of who should administer concessionary travel rather than the funding implications of any change.' Nevertheless the consultation document does discuss the possible mechanisms by which funding could be transferred.
- 4.2 The transfer of the Special Grant funding from districts would be relatively simple because the amount payable to each authority is easily identified and this amount would simply no longer be paid. However the formula grant of districts also includes an element of funding for concessionary travel and it is this amount that is difficult to identify individually. In the consultation document CLG discuss two possible options for the transfer of this funding. The first option which is the one favoured by CLG, suggests that the transfer of funding is linked to the actual level of spend. The second option in the consultation paper simply talks about 'some other distribution' means is used. The first option is preferable because by being based upon actual levels of spend it should be both fairer and more transparent, although any changes to the formula grant element will need to be properly consulted on.

5.0 RECOMMENDATION

- 5.1 That Members note the contents of this report.
- 5.2 That Members decide how they wish officers to respond to the government's consultation on the future administration of concessionary travel.

ROGER COOMBES
HEAD OF PARKING, ENGINEERING AND BUSINESS SUPPORT

ECONOMY & DEVELOPMENT DIRECTORATE

Local Government (Access to Information) Act 1972 (as amended)

Background papers used in compiling this report:-

None

EXETER CITY COUNCIL

SCRUTINY ECONOMY COMMITTEE 11 JUNE 2009

CAPITAL PROGRAMME MONITORING (2008/09 OUT TURN)

1.0 PURPOSE OF REPORT

- 1.1 This report advises Members of the latest position with regard to the 2008/09 capital programme for Economy.

2.0 INFORMATION

- 2.1 This report provides a summary of the position at the end of the financial year with Annex A containing a complete list of capital projects. A number of schemes are highlighted in the text below. It should be pointed out that a significant number of schemes are affected by the freeze on capital spending brought in last year and as a result there has been no progress on bringing these schemes forward in most instances.

Canal Basin and Quayside

- 2.2 This has been reported to Executive twice since last Autumn, advising that conditions in the economy are such that progress with this scheme has slowed down significantly. Sutton Harbour Company have been given an extended period in which to prepare their proposals to secure tenants for the sites under their control. Similarly, Homebrick who have the interest in the Old Electricity Building, need to re-negotiate their development agreement since their original scheme is undeliverable in the current economic climate. They are in discussions with a potential tenant to create a children's play centre. Despite the slowing down of the market there is also good progress to report. Bridger Marine have completed work on their new chandlery at the Haven Road Car Park and are now in occupation. The existing chandlery is to be demolished and the area used for storage in the interim until a permanent scheme is progressed. Signposts work at 60 Haven Road is progressing very well and 14 affordable housing units and a retail/restaurant unit will be completed for occupation by October 2009. A range of environmental enhancements has been undertaken in the Canal Basin area, particularly at the entrance to the Valley Park, with the Old Maritime Buoy restored and positioned on the Kings Arms Isthmus. The next key element of the project is the construction of the access road (Michael Browning Way) to the Haven Road Car Park and the creation of a winter boat laying up area. Planning permission is imminently to be sought for this scheme and this work is due to go out to tender shortly, with implementation starting from the Summer.

- 2.3 As a result of various changes to the programme, Executive agreed a re-profiling of the spending of this scheme at its meeting in January. The decision is reflected in the attached table.

City Centre Enhancements

- 2.4 As Members are aware, this is a rolling programme of enhancements where the core city centre streets have now been significantly improved with new paving, street furniture, tree planting and public art. The most recent expenditure on this programme has been with regard to the Paris Street/Sidwell Street improvement

where the footway on the east side of Paris Street was doubled in width, a total of 10 trees planted and a series of seats installed. It was intended to significantly reduce the impact of traffic in the heart of the retail core of the city centre which is a major issue in terms of the long term re-development of the bus station site. A smaller scheme which was completed in April of this year is the re-paving of Martin's Lane and the bottom end of Catherine Street in York stone which was a scheme which was 50:50 funded with Devon County Council. The next phase of work will focus on the section of Gandy Street between High Street and Little Queen Street, followed by consideration of the Fore Street area at its junction with North Street/South Street. As plans for this area are closely linked to the development of the High Quality Public Transport route it will be some months before any detailed proposals emerge for consideration by Planning Member Working Group.

Cowick Street

- 2.5 This is one of the schemes which has been frozen in terms of its funding given the long lead in time with environmental enhancement schemes, Members agreed that this should go out to consultation which took place in early April in a marquee at the St Thomas Centre in Cowick Street. Various costed options were put before residents for consideration which would lead to environmental enhancements in the vicinity of the station, along the frontage of the St Thomas Centre and in the vicinity of St Thomas Church. Devon County Council funding has not been confirmed and is likely to vary according to the final scope of the scheme. We are currently collating the results of the consultation (approx 500 questionnaires) and will then assess consultees preferred options and develop the design. Progress with the further design of this scheme and with its funding will be reported to Planning Member Working Group shortly.

Heavitree Fore Street

- 2.6 The Heavitree Fore Street scheme was completed in January 2009 with an approved budget of £579,450. A number of significant additional costs were incurred as a result of the following:

additional cost of paving stone from second supplier following default of original supplier	£45,000
additional DCC Engineer's fees	£3,000
extra cost of relocating Virgin utility boxes (to be confirmed)	£2,000
extra cost of relocating BT utility boxes	£2,000
Installation of remote CCTV camera	£2,500
repair to arch following damage in December 2008	£4,335
base cage for foundation to Arch	£1,974
additional works to boundary of 83 Fore St as a result of works required to foundation	£1,633
Excess on insurance payment for damage to arch in March 2009.	£1,000

- 2.7 The current total is estimated to be in the region of £648,000 which, given that the scheme is part funded by Devon County Council, will result in an additional £40,000 needed to be found by the City Council, with the remainder relating to highway and traffic management improvements being funded by Devon County Council.

Science Park

- 2.8 Spending on this has been moderate as the principal focus has been on the detailed design of the scheme and setting up the Science Park Company. Our major expenditure is not likely to take place until 2010/11. Progress is excellent with the Science Park Company about to be formed and a planning application expected in the next few weeks. The aim is for a start on site in 2010 with the first building occupied in 2011. The accompanying infrastructure, being delivered as part of the New Growth Point, is also progressing well to ensure that the necessary transport and utilities infrastructure is in place in time.

Pedestrian Signage

- 2.9 The new finger posting system has been fully implemented across the city centre and provides a high quality, comprehensive signing system for tourists and visitors. A series of maps are to be erected in car parks in the near future and a map and a planned additional finger post is to be erected in the bus station to assist people arriving by bus in Exeter.

3.0 RECOMMENDATION

- 3.1 It is recommended that Members note the contents of this report on the Capital Programme out turn for 2008/09.

JOHN RIGBY
DIRECTOR ECONOMY AND DEVELOPMENT

ECONOMY & DEVELOPMENT DIRECTORATE

Local Government (Access to Information) Act 1972 (as amended)

Background papers used in compiling this report:-

None

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CAPITAL PROGRAMME 2008/09

1	2	3	4	5	6	7	8	9	10	11	12
Project	Code	Lead officer	Budget 08/09 £	08/09 Spend (includes internal capitalised staff costs) £	Budget 09/10 £	Beyond £	Amount of 2008/09 Budget Temporarily Suspended £	Value of estimated Deferred Expenditure into 09/10 £	Total Project Variance (underspend)/overspend £	Revised 09/10 Budget £	Project Progress Update (and contingencies employed/actions taken since last report, if project slippage/anticipated deferment/cost variance)
Basin/Quayside <i>(redevelopment of canal basin; refurbished listed buildings; improved public access to area & continued activity on water)</i>	Z1139	DP	512,850	180,669	1,008,520	967,660		332,180		1,340,700	In 2008/9 we completed the first tranche of public realm improvements and finalised our investigatory and design work on the road scheme as well as completing the development and letting of a new site for Bridger Marine. The underspend can be allocated to 2009/10 to complete this process with a view to the planning application for the new road link being submitted in May 2009 with the scheme to be on site later in the summer 2009. The fibre optic cable link is due to commence in May 2009 and we also propose to demolish the former chandlery building before the summer. Signpost continue to build out the site next to 60 Haven Road. Terms are under negotiation for an amended Development Agreement at the Old Electricity Building.
Cathedral Yard & Close/New Cut	Z1205	JR (Chris Westlake)	0	0	0		6,990			0	Budget temporarily suspended
Central Station Gateway Enhancement	Z1108	RPS (Chris Westlake)	0	0	0		123,160			0	Budget temporarily suspended
DCC TV Improvements at Car Parks	Z1206	RDC	3,900	0	0				(3,900)	0	Budget will not be spent
DCC TV provision at Haven Road Car Park & Boat Storage Area	Z1157	RDC	10,000	0	50,000			10,000		60,000	Dependent on the larger redevelopment, budget to be deferred into 09/10
City Centre Enhancements	Z1116	JR (Chris Westlake)	330,230	370,120	200,000	800,000		(39,890)		160,110	Works have been completed and paid for at Paris St/Sidwell St. Work has also been completed on Martin's Lane ahead of schedule so this has been funded by using part of the 09/10 budget allocation.
Conservation Area Enhancements	Z1183	RPS (Kathy Metcalfe)	8,460	0	2,000		33,000	8,460		10,460	Defer to 09/10
Corn Exchange - Install Wood Pellet Boiler	Z1114	DP	0	0			80,000			0	Budget temporarily suspended
Corn Exchange Improvements	Z1131	DP	100,640	33,652	76,500		28,000	66,990	2	143,490	Works have been completed to automate the front doors and some work has been completed to improve the office entrance. The bulk of the budget for 08/09 was for improving the toilets, but tenders for the work came back much higher than estimated, so the scheme is being re-evaluated and should proceed, albeit in a different form, in 09/10.
Cowick Street Environmental Improvements	Z1113	RPS (Paul Osborne)	0	0	0		100,000			0	Consultation proceeding, with costed options. DCC allocation to be confirmed. Total budget of £200k (£100k 08/09 & £100k 09/10) temporarily suspended.
Cricklepit St Wall Repairs	Z1128	DH	3,050	984	0				(2,066)	0	Scheme now complete
Custom House	Z1121	DP (Mike Carson)	44,800	21,312	0			5,000	(18,488)	5,000	Project substantially complete with minor defects and works to stair panelling to be completed in 2009/10.
Exe Estuary NCN	Z1107	DH	206,080	181,626	0			24,450	(4)	24,450	Budget increased due to contributions received from DCC

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CAPITAL PROGRAMME 2008/09

1	2	3	4	5	6	7	8	9	10	11	12
Project	Code	Lead officer	Budget 08/09 £	08/09 Spend (includes internal capitalised staff costs) £	Budget 09/10 £	Beyond £	Amount of 2008/09 Budget Temporarily Suspended £	Value of estimated Deferred Expenditure into 09/10 £	Total Project Variance (underspend)/overspend £	Revised 09/10 Budget £	Project Progress Update (and contingencies employed/actions taken since last report, if project slippage/anticipated deferment/cost variance)
Exwick - Unadopted Land	Z1179	DH	24,880	23,639	0		33,070		(1,241)	0	Works complete
Fore St, Heavitree - Environmental Enhancement	Z1105	RPS (Paul Osborne)	371,780	389,528	0			7,250	24,998	7,250	Scheme complete. Awaiting final contract costs from DCC. Costs likely to exceed ECC budget by £40k. This represents ECC share of £45k additional cost to secure the stone from an alternative supplier, £10k additional service costs, £3k DCC fees; £2k on CCTV camera and £9k overspend on art element of the scheme (repair of damage/foundation).
Floodlighting	Z1156	RPS (Andy Pye)	6,570	5,228	0		14,000	1,340	(2)	1,340	
King William Street - Upgrade of Facilities for Staff	Z1134	RDC (Steve Camell)	75,140	69,178	0				(5,962)	0	Works completed, DCC have agreed to contribute £20,000 to CPE capital start up costs, the budget has been increased accordingly
Instock Environmental Improvements	Z1407	DP	4,450	0	0			4,450		4,450	Adoption issues to be resolved either voluntarily by the developer or by way of injunction during 2009/10.
Matthews Hall Car Park Resurfacing	Z1184	RDC (Steve Camell)	12,000	13,677	0				1,677	0	Work complete, additional costs due to additional drainage works required
Met Office	Z1176	JR	8,750	8,750	0					0	
New Stalls for Farmers Market	Z1251	DP	4,000	3,035	0		4,000		(965)	0	The residual stall provision has been made and a small saving has resulted. In addition, the element of the original budget that has been suspended is no longer required, so represents a further saving.
18 North Street Panelling	Z1106	RPS (Andy Pye)	35,000	17,472	0			17,530	2	17,530	Most of the commissioned paint conservation work has been completed and paid for; a large part of the existing commitments relate to repair work leading up to anticipated reinstallation of the panelling later this summer. An external grant of £4,000 has been secured since the last update. The remaining budget is earmarked for materials and site interpretation and should be formally committed in 2009/10.
Parking Enforcement System	Z1516	RDC	0	0	0					0	The parking enforcement system is no longer required
Planning Delivery Grant Schemes	Z19	RPS	0	0	0		90,720			0	Budget temporarily suspended
Planting Improvements in Riverside Valley Park	Z1408	RPS	14,250	0	0			14,250		14,250	It is planned to spend this money on planting in the vicinity of Makro subject to consultation with the EA. Funds from S106 monies.
Quay House Visitor Centre Improvements	Z1135	RB	0	0	53,000					53,000	Budget deferred to 09/10
Riverside Valley Park Security Measures	Z1254	DH	34,050	27,881	3,250		15,000		(6,169)	3,250	
Safety Fencing at King William St	Z1189	RDC	0	(11,360)	0				(11,360)	0	Amount carried forward from 07/08 but not required to be spent

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CAPITAL PROGRAMME 2008/09

1	2	3	4	5	6	7	8	9	10	11	12
Project	Code	Lead officer	Budget 08/09 £	08/09 Spend (includes internal capitalised staff costs) £	Budget 09/10 £	Beyond £	Amount of 2008/09 Budget Temporarily Suspended £	Value of estimated Deferred Expenditure into 09/10 £	Total Project Variance (underspend)/overspend £	Revised 09/10 Budget £	Project Progress Update (and contingencies employed/actions taken since last report, if project slippage/anticipated deferment/cost variance)
Science Park	Z1150	RB	30,000	4,240	70,000	749,910		25,760		95,760	Major expenditure not expected to take place until 2010/11.
Signage	Z1117	RPS (Paul Osborne)	260,900	254,193	47,000			6,710	3	53,710	Fingerposts now installed, subject to final corrections and amendments at a cost of £205k. Additional fingerpost ordered for bus stop which should be accommodated within existing contract value. Order for car park signs placed at a cost of £19,500 and likely to be installed in June/July. Repairs to monoliths ordered and likely to be carried out in June.
St Georges Market Reconfiguration	Z1225	DP	5,430	4,880	0				(550)	0	The small residual budget for 08/09 has now been largely spent, on glazing and fire alarm improvements, leaving a small saving.
Walking Strategy	Z1133	DH	77,200	76,603	0	0			(597)	0	Scheme complete. The budget has increased due to contribution received from DCC.
Total			2,184,410	1,675,308	1,510,270	2,517,570	527,940	484,480	(24,622)	1,994,750	

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EXETER CITY COUNCIL

SCRUTINY COMMITTEE - ECONOMY 11 JUNE 2009

ECONOMY SCRUTINY REVENUE FINAL ACCOUNTS 2008-09

1. PURPOSE OF REPORT

- 1.1 This report advises Members of the overall financial performance of the Economy and Development 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.
- 2.3 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.
- 2.4 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, or grants to improve or develop assets owned by others (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.
- 2.5 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.
- 2.6 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.

2.7 The final outturn has now been calculated, and the report below highlights the major differences by management unit from the approved annual budget. The total variation for the year shows a deficit of £218,467 against the revised annual budget including impairment, with a final deficit of £3,898 after accounting for Revenue Contributions to Capital and transfers from earmarked reserves. The key variations are:

- £1,034,819 deficit related to the national concessionary fares scheme (this is over and above the £300,000 contingency already identified in the approved budget).
- £466,267 shortfall in car parking income (including fees, season tickets and parking fines) though this is partly offset by other savings.
- £ 389,794 deficit in respect of the Archaeological Field Unit.
- £313,905 saving in respect of Asset Improvement and Maintenance (AIM)
- £806,224 saving in deferred charges, mainly in respect of rescheduling the timing of work on the Science Park.
- £128,826 additional income from Property and Estates Services and £95,426 from Markets and Halls; this is partly offset by reduced Land Charges fee income.

2.8 The variances by management unit are shown in the Appendix and explained as follows:

	£
2008-2009 APPROVED ESTIMATE	2,002,270
IMPAIRMENT COSTS	1,307,793
83A1 PROPERTY & ESTATES SERVICES	(281,617)
<p>There is a saving of £51,000 which relates to staff vacancies, £28,000 for support services and £32,000 savings mainly on consultants fees and IT software costs. This has been offset by a reduction of £62,000 in Land Charges fees. There is a saving of £100,000 in respect of Asset Improvement and Maintenance (AIM)</p> <p>Rental income is £129,000 higher than expected due to the completion of various lease renewals at several properties, geared rent increases and income from the release of several restrictive covenants relating to ex-council dwellings. Income at St George's Retail Units remains lower than budgeted due to the former Card Shop unit being vacant.</p>	
83A2 TRANSPORTATION/CONCESSIONARY FARES	987,340
<p>As a result of information received from Stagecoach and other smaller bus operators, relating to the usage of concessionary bus travel during the period April to September 2008, the new nationwide scheme for concessionary travel has resulted in a significant increase in costs for Exeter City Council.</p>	

A report was submitted to Executive in January 2009 on a

proposed three year financial settlement with Stagecoach which fixed the costs of concessionary travel arrangements for older people and people with disabilities for 2008/09 to 2010/11. This has been reflected in the final accounts for 2008/09.

However, during the year, the additional cost of Concessionary Fares has been offset to a limited extent by savings in respect of Transportation Initiatives and the Green Travel Plan in this management unit.

83A3	CAR PARKING	348,260
	Car park fee income levels are significantly below budgeted expectations due to the deteriorating economic climate, competition from the new Princesshay car park and the impact of concessionary travel. Additionally, parking fines income has fallen below budgeted levels for the year, continuing a trend which has been observed for the last two years.	
	Overall, income is down by some £466,000, (including fees, season tickets, and parking fines).	
	In addition, capital charges expenditure have exceeded the budget by a total of £107,000, which mostly comprises a one-off £100,000 charge related to revaluation downwards of various car park land and property.	
	There is a reduction of £73,000 on salaries and related expenditure due to vacancies during the year and £148,000 in respect of Asset Improvement and Maintenance (AIM).	
83A4	ECONOMIC DEVELOPMENT	(914,315)
	There is a deferred charge saving of £850,000 in respect of the Science Park due to rescheduling of the spending to 2010/11.	
	There have also been savings in pay and support service costs to this management unit.	
83A5	FESTIVALS & EVENTS	(17,280)
	There has been a saving in administration costs which has been offset by an overall deficit of £8,000 on the various festival events.	
83A6	TOURIST INFORMATION	(12,385)
	There has been a saving on the Underground Passages in respect of salary costs and increased fee income. This has been offset by a reduction in income at the Exeter Visitor Information and Tickets.	
83A8	DISTRICT HIGHWAYS AND FOOTPATHS	18,124

Deferred charges have exceeded the budget in respect of City Centre enhancements due to work brought forward from 2009/10 and Fore Street, Heavitree environmental enhancements as a result of an overspend on the capital programme (see accompanying report).

83A9	BUILDING CONTROL	79,275
	Due to the significant recent contraction in the construction industry, building control fee income has fallen below budget expectations. The impact of this is partially offset by reduced staffing costs. The deficit of £67,824 can comfortably be funded from the Building Control earmarked reserve this year.	
83B1	LAND DRAINAGE	(2,487)
	Income has been received for sewer adoption work.	
83B5	PLANNING SERVICES	(158,822)
	Planning fee income has fallen £67,000 below budgeted levels at the end of the year due to the general downturn in development activity. This is largely offset by staff vacancies, and other operational savings. Additionally, LDF expenditure has reduced by £103,000 mainly in respect of consultants fees.	
	The Planning Delivery Grant exceeded the budget by £147,000. However additional expenditure was incurred on planning appeal costs for O ₂ adjacent to the Exebridges Centre.	
	The balance of the Planning Delivery and Local Development Framework cost centres will be transferred to earmarked reserves.	
83B6	CONSERVATION	(41,020)
	There has been a reduction in expenditure on conservation grants and capital charges for conservation enhancements which are temporarily suspended.	
83B7	ARCHAEOLOGICAL FIELD UNIT	389,794
	The overall income levels for the Field Unit are down for the year mainly due to falling demand within the construction industry, and an increase in non chargeable time.	

Final

8	MAJOR PROJECTS	(2,724)
	There is an overall saving against the budget, mainly on consultants' fees.	
83B9	MARKETS & HALLS	(173,676)
	Income levels were above budget for the Matford Centre, Markets and the Corn Exchange. This was offset partly by related cost of sales. There was also a net saving of £106,000 in respect of AIM and other running costs, resulting in the 'operating surplus'.	
2008-2009 FINAL OUTTURN		<u>£3,528,530</u>

3. **RECOMMENDED that** Members note the contents of this report.

HEAD OF TREASURY SERVICES

CORPORATE SERVICES DIRECTORATE

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

1. None

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**SCRUTINY COMMITTEE - ECONOMY
FINAL ACCOUNTS**

APRIL 2008 TO MARCH 2009

REVISED ANNUAL BUDGET	IMPAIRMENT	REVISED BUDGET	CODE		OUTTURN	NET VARIANCE TO BUDGET
£	£	£			£	£
(2,466,500)	1,118,000	(1,348,500)	83A1	PROPERTY & ESTATES SERVICES	(1,630,117)	(281,617)
1,690,500		1,690,500	83A2	TRANSPORTATION/CONCESSIONARY FARES	2,677,840	987,340
(3,066,810)	99,793	(2,967,017)	83A3	CAR PARKING	(2,618,757)	348,260
1,856,490		1,856,490	83A4	ECONOMIC DEVELOPMENT	942,175	(914,315)
420,660		420,660	83A5	FESTIVALS & EVENTS	403,380	(17,280)
592,690		592,690	83A6	TOURIST INFORMATION	580,305	(12,385)
29,000		29,000	83A7	ARCHAEOLOGY IN EXETER	29,000	0
978,610		978,610	83A8	DISTRICT HIGHWAYS & FOOTPATHS	996,734	18,124
59,860		59,860	83A9	BUILDING CONTROL	139,135	79,275
121,500		121,500	83B1	LAND DRAINAGE	119,013	(2,487)
0		0	83B2	ADMINISTRATION SERVICE	0	0
0		0	83B3	DIRECTOR ECONOMY & DEVELOPMENT	0	0
0		0	83B4	ENGINEERING & CONSTRUCTION SERVICES	0	0
1,327,270		1,327,270	83B5	PLANNING SERVICES	1,168,448	(158,822)
205,240		205,240	83B6	CONSERVATION	164,220	(41,020)
0		0	83B7	ARCHAEOLOGICAL FIELD UNIT	389,794	389,794
55,000		55,000	83B8	PRINCESSHAY/MAJOR PROJECTS	52,276	(2,724)
198,760	90,000	288,760	83B9	MARKETS & HALLS	115,084	(173,676)
2,002,270	1,307,793	3,310,063		NET EXPENDITURE	3,528,530	218,467
				Revenue Contributions to Capital Expenditure		
			3A1	Estates	17,500	
			3A3	Car Parks	32,500	
				Transfers from Earmarked Reserves		
			3A2	Transportation	(5,000)	
			3A9	Building Control	(67,824)	
			3B5	Local Development Framework	(35,855)	
			3B5	Planning Delivery Grant	(103,614)	
			3B8	Major Projects	(52,276)	(214,569)
				OVERALL EXPENDITURE FOR THE YEAR AFTER MOVEMENTS TO/FROM RESERVES	3,313,961	3,898

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EXETER CITY COUNCIL

SCRUTINY ECONOMY COMMITTEE

11 JUNE 2009

KEY PERFORMANCE INDICATORS

1.0 PURPOSE OF REPORT

- 1.1 This report advises Members on the current position regarding the Committee's key performance indicators.

2.0 BACKGROUND

- 2.1 Members have received a report every six months to measure the performance of the Directorate across a range of activities. Attached to this report are the figures for the full year 2008/09 with comparisons to the previous year's performance in 2007/08. Overall, performance is good but there has been one key area in Planning where performance has been problematic, which has already been highlighted to Members. There are a number of new performance measures brought in by the government for which there is no previous comparator and comment is necessarily more brief.

Planning and Building Control

- 2.2 The principal issue of concern here is the performance in the handling of major planning applications. During the first half of 2008/09, the performance in dealing with major planning applications within 13 weeks fell to 33% against the national target of 60%. The reasons behind that performance were set out and steps outlined to tackle this under performance. At the time it was reported that Planning Services would introduce a Major Applications Protocol which would hopefully result in better performance as a result of a more systematic approach to handling major applications. It is therefore pleasing to report that the second half performance has significantly improved and as a result the year end out turn is just over 50%. Whilst this is still below the national target, it was inevitable that we would fail to meet the 60% benchmark for our performance in the first half of the year.
- 2.3 A more detailed report has been prepared for Planning Member Working Group which discusses how we are addressing the performance issue. During the discussion, Members re-affirmed their desire to see an improvement in performance but not at the expense of quality decision making. They therefore accepted that slavish adherence to the 13 week target was undesirable and would produce negative outcomes. The principal remaining blockage to further improvement in performance is the time taken to negotiate Section 106 agreements. For many applications we now have a draft Section 106 agreement in place prior to Committee, but once the applicant has a resolution to grant consent, they will often stall on finalising the Section 106 agreement because the issue of planning consent often triggers a financial payment to a landowner. To overcome the problem, where such negotiations drag on, officers are considering introducing a cut off date for the completion of the 106 after which it will automatically be refused. PMWG supported this proposal subject to consultation with the development industry.

2.4 With regard to the other key performance indicators dealing with minor and other planning applications, the team has successfully hit the national targets and indeed performance is an improvement on 2007/08. At the end of the note there are several new indicators which include: previously developed land which has been vacant or derelict for more than five years; net additional homes provided; and supply of ready to develop housing sites. No trend data are provided in the table as these are new indicators but it is important to flag that additional homes provided has fallen significantly from a high of 891 completions in 2006/07 to 414 in 2008/09 because of the major downturn in the housing market. Interestingly, some 40% of that total was student accommodation which does add to the total housing stock. It is also worth flagging that whilst our housing land supply position does currently meet the government target – which is that there should be a five year supply available – it will almost certainly not meet that target at the end of 2009/10. The reason for this is that, once the Regional Spatial Strategy is approved in June, our housing target will increase dramatically and, without a new Core Strategy in place, our planning permissions allocations will not be sufficient to meet this new target. Members are likely therefore to be asked to consider how to respond to this during Spring 2010.

2.5 Performance with regard to Building Control remains very good in terms of the delivery of the service but as Members will be aware from previous Stewardship reports the service has incurred a loss during this year which is a result of the downturn in the building industry. The service ran at a surplus for several years so at present, this loss is being offset against that surplus. A close eye will be kept on income levels over the next few months to see whether any further adjustments in staffing levels is necessary. The authority continues to make good progress in ensuring that its buildings are fully accessible as indicated by the performance on BV156.

Economy and Tourism

2.6 All of the performance indicators here are local indicators and on the whole show good performance, particularly with regard to the operation of the Underground Passages following the extensive investment as part of the Princesshay scheme. It is hoped that lower levels of customer satisfaction for the Tourist Information Centre will be addressed by improved signing and in the case of the Quay House Visitor Centre by investment in upgrading the facilities which was approved by Members last year.

Land Charges

2.8 Performance is as normal outstanding though it has dipped by a tiny amount since 2007/08.

Parking, Engineering and Business Support

2.9 The service has secured 20 Safer Parking Awards with a target of increasing that to 22 for next year. Take up of the concessionary fares pass is slightly below target but in view of the huge publicity around the scheme we must assume that all those who wish to have the pass have taken the trouble to acquire one.

3.0 RECOMMENDATION

- 3.1 It is recommended that Members note the contents of this report.

**JOHN RIGBY
DIRECTOR ECONOMY AND DEVELOPMENT**

ECONOMY & DEVELOPMENT DIRECTORATE

Local Government (Access to Information) Act 1972 (as amended)

Background papers used in compiling this report:-

None

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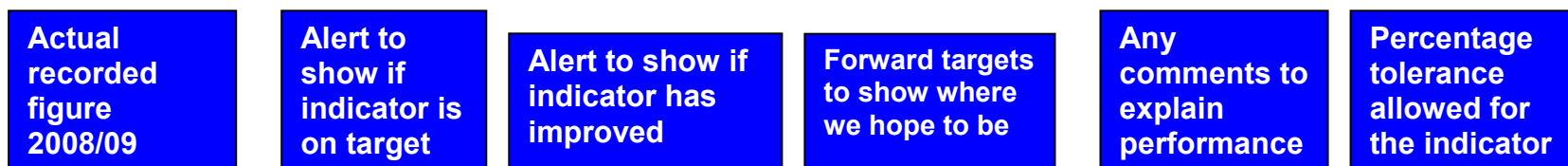
Performance Indicator Results 2008/09

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



	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

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 157a	% major planning applications determined within 13 wks	Planning	70.39	51.59	60.00			60.00	60.00	60.00	16 of the 20 applications that were not determined within 13 weeks included section 106 agreements that took a long time to conclude.	0.25
NI 157b	% minor planning applications determined within 8 wks	Planning	74.41	82.45	65.00			65.00	65.00	65.00		0.25
NI 157c	% other planning applications determined within 8 wks	Planning	80.42	81.41	80.00			80.00	80.00	80.00		0.25
NI 154	Net. Additional homes provided	Planning	New indicator	414.00	New indicator	n/a	n/a	New indicator	New indicator	New indicator		tbc
NI 159	Supply of ready to develop housing sites	Planning	New indicator	112.00	5 years 100%	n/a	n/a	5 years 100%	5 years 100%	5 years 100%		tbc
NI 170	Previously developed land that has been vacant or derelict for more than 5 years	Planning	New indicator	1.09%	New indicator	n/a	n/a	New indicator	New indicator	New indicator		tbc
SV 156	The % of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people	Planning	75.00	77.00	60.00			60.00	75.00	80.00		10
LPI BC2	% of annual fee income received against the cost of the building control service	Building Control	100.00	86.00	100.00			100.00	100.00	100.00	Due to reduced fees	10
LPI BC1	% of customers satisfied with overall service provided	Building Control	100.00	100.00	95.00			95.00	95.00	95.00		
LPI BC3	% of building regulation applications received which are determined within the prescribed period	Building Control	99.00	100.00	99.00			99.00	99.00	99.00		10
LPI ET1	% of overall impression of the TIC was excellent/good	Economy and Tourism	98.00	81.50	90.00			95.00	95.00	95.00	The 'overall impression' is below our target, from analysing the surveys further it is due to lack of/poor signage. New and improved pedestrian signage has been installed during autumn 2008 so results should improve for 2009.	10
LPI ET3	% overall impression of Underground Passages was excellent/good	Economy and Tourism	New indicator	98.00	90.00		n/a PI not collected in 07/08	95.00	95.00	95.00	The recent investment in the new Heritage Centre and improvements in the interpretation and interactives has greatly improved the attraction. Knowledgeable staff and longer opening hours have also been a contributing factor.	10

Performance Indicators

LPI ET4	% stated overall the Quay House Visitor Centre was excellent/good	Economy and Tourism	100.00	92.00	90.00	★	✘	95.00	95.00	95.00	From those that completed the survey most stated that their experience was excellent/good. The centre stocks a wide variety of gifts and local leaflets and provides an excellent and knowledgeable service.	10
LPI ET5	No. of visitors to Exeter's Underground Passages	Economy and Tourism	New indicator	18737.00	18700.00	★	n/a PI not collected in 07/08	19600.00	20600.00	21600.00	Total amount of visitors to the centre was not as high as expected. There are issues with internal and external signage which is currently being addressed.	
LPI ET6	No. of visitors to Exeter Visitor Information and Tickets	Economy and Tourism	New indicator	100585.00	100500.00	★	n/a PI not collected in 07/08	105600.00	110800.00	116400.00		
LPI ET7	% stated overall the Red Coat Guides were excellent/good	Economy and Tourism	New indicator	96.00	95.00	★	n/a PI not collected in 07/08	95.00	95.00	95.00		
LPI ES1	% of local searches carried out in 7 working days	Estate Services	100.00	99.77	95.00	★	✘	95.00	97.00	97.00	Very slight drop amounting to three searches in the year	10
LPI AC6	Number of safer parking awards achieved	Administration and Parking	New indicator	20.00	20.00	n/a	n/a	22.00	22.00	22.00		tbc
LPI AC1	% take-up of concessionary fares passes by eligible residents aged 60 and over	Transport	86.00	84.50	88.00	●	✘	89.00	90.00	90.00		5

By virtue of paragraph(s) 1, 4 of Part 1 of Schedule 12A of the Local Government Act 1972.

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