



Exeter City Council

To the Chair and Members
of the Executive

Philip Bostock, Chief Executive

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A meeting of the **EXECUTIVE** will be held in the Rennes Room, Civic Centre, Paris Street, Exeter at **5.30 pm** on **TUESDAY 5 JULY 2011** to consider the following business. If you have an enquiry regarding any items on this agenda, please contact Rowena Whiter, Member Services Manager on **Exeter 265110**.

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

Pages

AGENDA

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

1

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.

2

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

RESOLVED that, under Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the meeting during consideration of item 12 on the grounds that it involves the likely disclosure of exempt information as defined in paragraphs 1 and 2 of Part I, Schedule 12A of the Act.

3

A SYSTEMIC REVIEW OF THE COUNCIL'S SERVICES

To consider the report of the Chief Executive.

1 - 6

(Report circulated)

- 4 **CAPITAL MONITORING 2010/11 AND REVISED CAPITAL PROGRAMME FOR
2011/12 AND FUTURE YEARS**
- To consider the report of the Head of Treasury Services. 7 - 26
- Scrutiny Committee – Resources considered the report at its meeting on 22 June 2011 and comments will be reported.
- (Report circulated)
- 5 **OVERVIEW OF REVENUE BUDGET 2010/11**
- To consider the report of the Head of Treasury Services. 27 - 42
- Scrutiny Committee – Resources considered the report at its meeting on 22 June 2011 and comments will be reported.
- (Report circulated)
- 6 **TREASURY MANAGEMENT 2010/11**
- To consider the report of the Head of Treasury Services. 43 - 46
- Scrutiny Committee – Resources considered the report at its meeting on 22 June 2011 and comments will be reported.
- (Report circulated)
- 7 **ANNUAL GOVERNANCE STATEMENT**
- To consider the report of the Chief Executive and the Head of Treasury Services. 47 - 56
- Scrutiny Committee – Resources considered the report at its meeting on 22 June 2011 and comments will be reported.
- (Report circulated)
- 8 **JOHN LEWIS STORE - IMPLICATIONS FOR CITY CENTRE TRANSPORT
MANAGEMENT**
- To consider the report of the Director Economy and Development. 57 - 62
- (Report circulated)
- 9 **FURTHER INVESTMENT IN KING WILLIAM STREET CAR PARK**
- To consider the report of the Head of Operational Services and Transport. 63 - 66
- (Report circulated)

10 **SUPPLEMENTARY PLANNING DOCUMENT - HOUSES IN MULTIPLE
OCCUPATION**

To consider the report of the Head of Planning and Building Control.

67 - 102

(Report circulated)

11 **HONORARY ALDERMEN**

Section 249 of the Local Government Act 1972 empowers the Council to confer the title of Honorary Alderman on persons who have, in the opinion of the Council, rendered eminent service to the Council as a past member of the Council. An Honorary Alderman is invited to participate in those Civic ceremonies which the Mayor attends In State, and to which it is usual to invite Past Mayors.

The Council resolved in 1976 to confer the title on past Members who had rendered eminent service as Past Mayors, Past Lord Mayors, Past Leaders or as Members with 12 years' service or more. Former Councillors are eligible to have the title of Honorary Alderman conferred upon them should the Council so decide.

RECOMMENDED that:-

- (1) the title of Honorary Alderman be conferred on Jeffrey Coates, Margaret Danks and Hilda Sterry; and
- (2) the Right Worshipful the Lord Mayor be requested to convene an Extraordinary Meeting of the Council to be held prior to the ordinary meeting on 18 October 2011, for the purpose of passing the appropriate resolution under Section 249 of the Local Government Act 1972.

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

12 **HUMAN RESOURCES STAFFING**

To consider the report of the Head of Human Resources seeking approval to the extension of the post of Temporary Human Resources Adviser.

103 - 104

(Report circulated to Members)

DATE OF NEXT MEETING

The next scheduled meeting of the Executive will be held on **Tuesday 20 September 2011** at 5.30 pm in the Civic Centre.

A statement of the executive decisions taken at this meeting will be produced and made available as soon as reasonably practicable after the meeting. It may be inspected on application to the Customer Service Centre at the Civic Centre or by direct request to the Member Services Manager on 01392 265110. Minutes of the meeting will also be published on the Council's web site as soon as possible.

Membership -

Councillors Edwards (Chair), Denham, Fullam, R M Hannaford, Mrs Henson, Martin, Mrs J Morrish, Sheldon and Sutton

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<http://www.exeter.gov.uk>. This will give you the dates of all future Committee meetings and tell you how you can ask a question at a Scrutiny Committee meeting. Alternatively, contact the Member Services Officer on (01392) 265115 for further information.

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

EXETER CITY COUNCIL

EXECUTIVE
5 JULY 2011

A SYSTEMIC REVIEW OF THE COUNCIL'S SERVICES

1 PURPOSE OF REPORT

- 1.1 To seek Executive's agreement to undertake a systemic review of the council's services.

2 BACKGROUND

- 2.1 Like many other public sector organisations, the city council is facing a challenge in terms of reduced finances from government and other income streams as well as increasing demand for services from residents as a result of the economic downturn. Work will continue with Members over the next year to ensure that the council has a clear view of our priorities over the coming three years and the resources available to deliver these.
- 2.2 A restructure of the council's senior management, i.e. Directors and Heads of Service, has commenced in order to ensure the effective delivery of high quality and cost effective services to residents, within the context of reduced resources and changing priorities both nationally and locally. Work will now begin to determine an appropriate management structure for the rest of the council's management.
- 2.3 Members have agreed to engage external expertise to support the process of developing an evidence base to determine how and why residents interface with the council and what is the appropriate configuration of council services and management support required to respond to residents' and other customers' needs in an efficient and cost effective way.
- 2.4 The Strategic Management Team (SMT), having explored various options for external support for the review process has identified that the approach and methodology used by Vanguard Consulting (Vanguard) offers the best added value for the council. This has been based on the results of soft market testing using considerations such as: a track record for delivery in a local authority context, the need to ensure a clear exit strategy for commissioned consultants and minimising the need for external support by sourcing one supplier that would be able to support the council through the entire process of the review, i.e. working with the council to examine our current practices, identifying areas for improvement and designing a programme for improvement.
- 2.5 SMT, key Members including the Leader, Portfolio Holders, Political Group Leaders, Chairs and Deputy Chairs of Scrutiny Committees and Heads of Service have had a basic presentation by Vanguard who have established a successful track record in supporting organisations who have engaged in a systems review.

- 2.6 The Leader of the Council, the Portfolio Holder for Business Transformation and Human Resources and the Chief Executive have had a number of meetings with Vanguard to understand the process and potential benefits to the council.

3 SYSTEMS REVIEW AND THE VANGUARD APPROACH

- 3.1 Vanguard was formed in 1984 by John Seddon who is an acknowledged expert in Systems Thinking. Vanguard uses a precise method of working with organisations which focuses around working directly with leaders in the organisation to facilitate an understanding of their current systems. Vanguard will then work with the organisation to design the interventions appropriate to address any ineffective practices. Vanguard's approach is to work to fundamentally change the thinking of leaders and managers which ensures that improvements are sustained over time. There is a clear emphasis that the crucial aspect for the success of this approach is the commitment and buy-in from key elected members and senior managers, who have to be clearly seen within the council as leading the change, with Vanguard's support on the methodology. Vanguard is also committed to time-limited support, as the organisation learns how to apply the principles and is therefore able to conduct future reviews using the expertise developed internally.
- 3.2 In its simplest form, the Vanguard approach focuses on the demands on the organisation by its customers. In the case of local authorities, these customers will be local residents for the 'core' or outward-focussed services and the rest of the council for 'support' services. Vanguard advocates that services should be designed so that customers are able to get the exact services they want - no more and no less, in the quickest and simplest way. Vanguard's methodology facilitates staff who are providing and managing those services to fundamentally change the way that they think about how services are designed and delivered, taking a view from the outside in. The variety of demand that customers generate requires services to develop more flexible and responsive ways of responding to that demand. The approach further suggests that the more traditional model of management, described as being based on "Command and Control", has to be adapted so that decision-making becomes part of the work being done at an operation level, rather than through hierarchical management structures. A comparison of the contrasting approaches taken by the Command and Control approach to management versus the Systems Thinking Approach is attached for information as an appendix to this report.
- 3.3 A review of the council's systems for delivering our services will identify where value is being added in the provision of a service to our customers and equally importantly, where waste is being generated through our processes and perhaps overly cumbersome decision-making process. Another key feature of this work is that it will allow us to identify what is termed 'failure demand'. This is where customers contact us, not for a service, but to inform us of something that has 'gone wrong', for example, they have been sent incorrect information or a letter that they do not understand or they have been asked to provide information which they have already provided or we have failed to provide a service that we should have, such as a missed appointment or a missed bin. We will be able to identify why this failure demand occurs and put in corrective measures to as much as possible ensure that the service is right first time.

- 3.4 In addition to the improvements to the service as a result of being more responsive to the needs of our customers, the review process will also identify the potential for savings to be made in the delivery of that service.
- 3.5 Vanguard's methodology is one where managers and existing teams are expected to lead the review, with support from Vanguard consultants. This means that internal expertise in the methodology is developed. As a result, although the council will need to invest initially in the Review, once that expertise is developed, future reviews can be done using that expertise and therefore reducing or eliminating the need for external consultancy support. What will still be critical is ongoing leadership commitment and facilitation at a high level in both the officer and political management. That means that the return on the initial financial investment will continue to be accrued after Vanguard has fulfilled their contract with the council.

4 PROPOSAL

The work being proposed comprises three main parts:

- i. A programme of up to three days with senior officers and members, to promote an understanding of the strategic and operational implications of moving to a Systems Thinking approach and to familiarise attendees on how the review works and their role in it. (Orientation). Senior officers will then be supported to brief their teams on the process as well as identify what information is being collected, how it will be collected and how it is to be presented.
- ii. Vanguard will support the collection and analysis of robust evidence across the organisation to develop a picture of how internal and external customers access the council's services. This information will build a map of how our customers access services, what is important to them, how we currently respond to their demands and the true cost of providing services. At this stage, Vanguard will be collecting their own information where and how the organisation creates value for its customers, how services link with each other in driving or preventing customers demands on each other, whether and how support services such as Human Resources and IT work well and enable the front line services to work well and finally how the organisation works proactively to prevent the demand from customers for reactive services.

The evidence that is collected will enable SMT and Members to determine which two or three services should be prioritised for immediate intervention. This work will be designed to balance the need for the timely collection of the required evidence with staff and managers' existing responsibilities. (Diagnostic)

- iii. Focused and intensive work on two or three key functions, working with the managers and staff of relevant services. It is proposed that the choice of these areas will be based on the evidence collected in terms of high failure demand; high costs of delivery or where elected members have concerns. (Intervention)

5 RESOURCE IMPLICATIONS

- 5.1 The cost for the work identified in section four is £150,000. An allocation of £175,000 will be earmarked from reserves, subject to Council approval, to cover this cost plus any contingencies that might arise out of this work.

6 RECOMMENDED

- (1) That Members agree to a systemic review of the council services;
- (2) That Members agree to engage Vanguard to support the council in its review;
and
- (3) That Members agree to establish a small cross-party group of senior members to oversee the development and introduction of this work to the council.

CHIEF EXECUTIVE

CHIEF EXECUTIVE'S DEPARTMENT

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

Background papers used in compiling this report:-

Titles of supporting documents

Date: 23 June 2011

APPENDIX

A Comparison between “Command and Control” and Systems Thinking Models of Management

TRADITIONAL THINKING		SYSTEMS THINKING
Top-down, hierarchy	Perspective	Outside-in, system
Functional specialisation	Design	Demand, value and flow
Separated from work	Decision-making	Integrated with work
Output, targets, standards: related to budget.	Measures	Capability, variation: related to purpose
Contractual	Attitude to customers	What matters?
Contractual	Attitude to suppliers	Co-operative
Manage budgets and people	Role of management	Act on system
Control	Ethos	Learning
Reactive, Projects	Change	Adaptive, integral
Extrinsic, carrot & stick	Motivation	Intrinsic

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Agenda Item 4

EXETER CITY COUNCIL

SCRUTINY COMMITTEE – RESOURCES 22 JUNE 2011

EXECUTIVE
5 JULY 2011

COUNCIL
19 JULY 2011

CAPITAL MONITORING 2010/11 AND REVISED CAPITAL PROGRAMME FOR 2011/12 AND FUTURE YEARS

1. PURPOSE OF THE REPORT

- 1.1 To advise members of the overall financial performance of the Council for the 2010/11 financial year, in respect of the annual capital programme.
- 1.2 To seek approval of the 2011/12 revised capital programme, including commitments carried forward from 2010/11.

2. REVISIONS TO THE CAPITAL PROGRAMME

- 2.1 The progress of the annual capital programme was last reported to Scrutiny Committee – Resources on 23 March 2011. Since that meeting the following changes have been made that have increased the programme:

Description	£	Approval/funding
Capital Programme, as at 23 March 2011	28,033,690	
Disabled Facility Grants	(198,330)	Approved by Executive 12 April 2011
Disabled Facility Grants	3,470	Late additional allocation / grant
Energy Conservation	4,100	External funding contributions
Topsham Ferry	20,000	Contribution from DCC
National Cycle Network	84,880	Contributions from DCC
Private Sector Renewals	27,010	Grant clawback income
Wessex Loan scheme	27,170	Clawback income
Revised Capital Programme	28,001,990	

3. PERFORMANCE (Appendix 1)

- 3.1 Capital expenditure in the year amounted to £22,335,187, a reduction of £5,666,803 on the planned figure of £28,001,990.

3.2 The actual expenditure during 2010/11 represents 79.8% of the total approved for the revised Capital Programme, which means £6.137 million will need to be carried forward to be spent in future years, as indicated in Appendix 1.

3.3 In comparison with the previous financial year, spending performance has increased. During 2009/10 capital expenditure was £16,589,717, equivalent to 64.8% of the planned figure of £25,613,170.

3.4 **Capitalisation of Staff Costs**

In accordance with the Code of Practice on Local Authority Accounting in the United Kingdom, any costs attributable to bringing a fixed asset into working condition for its intended use qualify as capital expenditure. Directly attributable costs include the labour costs of certain Council employees, which have been directly involved in the construction or acquisition of a specific asset.

3.5 During the financial year, the cost of the Council's IT developers, engineers, architects and surveyors have been treated as capital expenditure, based upon timesheet information.

3.6 Several large capital schemes have required a high commitment in staff time, including the:

- Re-development of the Royal Albert Memorial Museum
- Regeneration of the Canal Basin
- Continuation of the electronic document management system implementation and development, replacement of J Based legacy systems and the GIS Strategy
- Delivery of the kitchen and bathroom replacement programmes, rendering of flats and re-roofing of Council dwellings.

3.7 The total value of staff time charged to capital schemes for 2010/11 amounted to £750,741.

4.0 **VARIANCES AND ACHIEVEMENTS**

4.1 The main variances and achievements are as follows:

4.2.1 **Community & Environment**

Cultural City

- **Play Area Refurbishments**

The following schemes were progressed during the year:

- Completion of the lighting scheme at Pendragon Multi Use Games Area (MUGA).
- Lakeside MUGA was completed including the associated lighting scheme.
- Extensive repair and maintenance work at Flowerpot Chill Zone Skate Park which has extended the useful life of this key facility.
- The final phase of play equipment at Wyvern Park was installed, completing the facilities at the site
- Additional play equipment was provided at Bury Meadow Play Area completing this site.
- Wonford "Wild Play Area was completed, funded from Play Builder grant
- Installation of a basketball post at Arena Park

- MUGA style goal ends were provided at Harrington Lane Play Area in Pinhoe, with additional play equipment to be provided at this site in early summer 2011

- **RAMM Re-development**

Expenditure on the development during the year was £10.0 million, which was mostly required for the base build construction. These works were substantially complete, with the main contractor, BAM, handing over the majority of the building at the end of March. The fit-out contractor, Benbow, is now well into its contract which is expected to be complete towards the end of July. The Museum expects to open to the public in mid-December.

The remaining budget in 2010/11 of £1.1 million will need to be carried forward to complete the development in 2011/12.

Cared for Environment

- **Local Authority Carbon Management Programme**

The following projects were completed in the year:

- A complete upgrade of the lighting systems at King William Street Car Park, which involved remodelling of the lighting levels, the inclusion of new high frequency energy efficient T5 lighting linked into daylight & microwave sensors to provide optimum energy & daylight savings.
- Civic Centre - connection of intelligent SMART meters to BMS system, this provides data logging for all power usage and enables high usage energy areas to be identified and reduced.

- **Domestic Recycling**

The new bi-weekly collection scheme to 14,000 additional properties was completed in November 2010. The demand by residents for bins was less than anticipated resulting in a saving of £30,234. There was also a further saving of £2,614 from the annual bin replacement programme as there were sufficient bins in stock to meet demand.

Everyone has a Home

- **Social Housing Grants**

This budget provides financial support mostly to housing associations for new house-building. Though commitments have been made and project budgets allocated, these often take some time to come to fruition. A significant part of the budget also tends to remain uncommitted at times, providing flexibility when suitable new projects come forward needing support. Thus a large part of this budget frequently underspends in-year and is carried forward to the following year.

In addition, due to a delay in the Comprehensive Spending Review, the Homes and Communities Agency (HCA) was unable to allocate any monies to new schemes during 2010/11. Thus the Council was unable to fund any new joint schemes with housing associations but it is expected negotiations will resume shortly on schemes in the pipeline with the results known in September 2011.

During 2010/11, use of the budget in partnership with housing associations has enabled the provision of 21 homes for social rent and extensions creating two 4-bedroomed homes. A further 17 social rented and 6 shared ownership homes (St Paul's) began construction in the last quarter, bringing the total to 41 affordable homes under construction as at 31 March 2011, 18 of which are now complete.

Further commitments could enable Sovereign Housing Association to start building 34 social rented homes on 2 Council Infill sites. The Council is also due to complete the purchase of a former church site that could support the future provision of 11 affordable homes. Firm bids to provide a further 53 homes have been made to the HCA by housing associations so further opportunities exist in which to invest the Council's finances.

Budget carry forward of £1.112 million is requested, which will provide a total budget in 2011/12 for social housing grants of £5.051 million. Of these monies, £2.6m is already either committed or under negotiation for schemes, leaving up to £2.4m available for further schemes. These monies will be available for allocation during the forthcoming HCA negotiations and in later rounds.

4.2.2 Economy & Development

Accessible City

- **National Cycle Network**

This programme continues with DCC funding the full costs. Schemes recently completed include links from Exe Estuary Trail to Exminster, King George V Playing Fields, and the footpath link from Topsham Road to Mill Yard. A cycle link from Pinn Lane to Pinhoe Road is currently being designed.

- **King William Street Car Park Refurbishment**

The car park refurbishment was mostly completed in 2010/11 with some finishing works in 2011/12 requiring budget carry forward. This part of the scheme will be completed under budget. Works to Sidwell Street will be implemented towards the end of 2011/12.

Cultural City

- **Corn Exchange Improvements**

The toilet facilities have now been refurbished and the remaining budget may well be required to address ongoing water flow problems.

Cared for Environment

- **City Centre Enhancements**

As Members are aware, this is a rolling programme of enhancements. Works to Holloway St Mural were completed in 2010/11 and a contribution made to DCC for materials for Northernhay Gardens improvements, which will be completed in 2011/12. Other works are to be implemented in 2011/12 (Gandy Street, Northernhay Gate, Rougemont Gardens access, Sidwell Street).

- **Surface Water Early Actions EA Scheme**

This scheme which is being funded by the Environment agency was to implement a flood defence scheme at Church Hill, Pinhoe. The scheme was being undertaken over private land and after surveys, computer modelling, and design work was completed, there was a very late change of mind by the landowner and the scheme has had to be aborted. The Environment Agency has however agreed to fund the costs incurred on the basis that the scheme could be resurrected at some future point.

Prosperous City

- **Canal Basin and Quayside**

The new road spur and car park / boat store has been completed and is open for use. The final stage of the fibre optic link to Exton Road has also been completed. The new developer of the Old Electricity Building has commenced the refurbishment of the building and discussions with Sutton Harbour regarding the delivery of the remaining build / refurbishment schemes are ongoing.

- **Science Park**

The 2010/11 capital budget included a sum of £818,700 for the Council's contribution towards this development. £761,730 of the budget will require to be carried forward as the anticipated arrangements for the Science Park Company to draw down the funding have been delayed by legal technicalities related to State Aid. Infrastructure works are progressing well.

4.2.3 Corporate Services

Electronic City

The majority of the 2010/11 capital programme was complete by 31 March with savings achieved on some schemes. Carry forward is required mainly for the following two projects:

- **Geographical Information (GIS) Systems**

The procurement of a GIS management system will span 2010/11 and 2011/12 to allow time for the appropriate project and financial controls to be put in place. The final cost is now anticipated to be within the budget carry forward requested of £60,000 which produces a saving in 2010/11 of £7,952.

- **Authentication Module**

This budget will need to be carried forward as the Council is still awaiting advice on appropriate technologies to enable authentication/security systems for the Council's online systems.

Excellence in Public Services

- **Capitalised Redundancy Costs**

Unbudgeted expenditure was incurred of £379,709 for the cost of redundancies which arose from staff restructuring. Approval to capitalise this cost was received from DCLG in the form of a 'Capitalisation Direction'.

- **Icelandic Investments Impairment**

A provision of £500,380 has been made in the accounts for the impairment of the Council's investment in Icelandic banks. DCLG has approved the capitalisation of this charge. Further details are contained within the Treasury Management report which is included elsewhere on the Committee's agenda.

4.2.4 Council House Building Programme – Phase 1

- **Sivell Place (Rowan House)**

Rowan House was completed on 16 December 2010; all three new homes were let on 20 December 2010. The final air-tests met the standards required for Passiv-Haus certification and the accreditation has now been received.

The final account is currently being calculated and is expected to remain within the contract sum.

- **Merlin Crescent (Knights Place)**

The main contractor experienced delays due to bad weather; the freezing temperatures and snow during December 2010 and the driving rain in the New Year. This led to a re-programming of the remainder of the build and the revised completion date is now early June 2011. The Homes & Communities Agency have been made aware of the revised date.

Contract costs remain contained within the contract sum. The development is on target to be delivered to Passiv-Haus accreditation standards, and air tests undertaken so far this year demonstrate that the required standards are being met.

When completed, Knights Place will provide 18 new 1 & 2 bedroom homes for social rent.

4.2.5 Housing Revenue Account

Everyone Has a Home

- **Sheltered Accommodation**

The internal refurbishment of the flats and lift installation at Amersham Court has been completed. The external refurbishment of the blocks is currently being undertaken and will be complete in July 2011.

- **Defective Properties – British Steel**

The remaining 10 British Steel non-traditional properties have been externally insulated/rendered, including encapsulation of fascias /soffits, new PVCu gutters/downpipes any decorations where required.

- **Rendering of Dwellings**

All blocks of flats programmed to be re-rendered have been completed (Darwin Court, 54-56B Merlin Crescent, 30-32B, 45-51B, 46-48B Lloyds Crescent).

- **Programmed Re-roofing**

All 57 properties programmed to be re-roofed have been completed (34 metal sheet roofs in Walpole Close with remaining being slate roofs in Burnthouse Lane).

- **Plastic Windows and Doors**

26 properties in Bartholomew St West, 5 in John Levers Way and 4 in Okehampton St were indentified as requiring PVCu replacement windows as they were the last remaining housing stock that were single glazed.

- **Kitchen Replacements**

72 out of 164 planned replacement kitchens were completed due to the existing contractor going into administration shortly after starting a new contract in July. A temporary contractor was appointed in December until new a contract could be tendered.

- **Bathroom Replacements**

34 out of 59 planned replacement bathrooms were completed due to the existing contractor going into administration shortly after starting a new contract in July. A temporary contractor was appointed in December until a new contract could be tendered.

- **Other Works**

The following additional works were indentified and completed;

- Underpinning works to 30 Sycamore Close
- Re-roofing of flat roofs to 141-147 Vaughan Rd and 1-4C Prospect Place
- Replacement bin store screens to blocks of flats in Thornberry Avenue
- Re-rendering of 87-97b Merlin Crescent, this block was brought forward in the programme because of the new build works at Knights Place.

- **Programmed Electrical Re-wiring**

230 properties required electrical remedial repairs. (52 of which were rewires).

- **Central Heating Programme**

284 out of 392 planned Gas Central Heating installs were completed. The target installs was not achieved due to a slow start up from the new incoming contractor.

5.0 CAPITAL AND PROJECT PROGRAMME 2011/12 (Appendix 2)

5.1 The revised Capital Programme for 2011/12, after taking into account the carried forward requirements from 2010/11, as well as additional approvals and other changes, now totals £21,836,950.

5.2 In addition to adding the carry forwards from 2010/11, the 2011/12 approved budget has also been increased for the following changes:

	£
Community & Environment	
• Disabled Facility Grants - additional grant funding	9,000
• Private Sector Renewals – grant clawback income	100,000
Total Addition	109,000

5.3 The changes to the 2011/12 budget can be summarised as:

	£
Approved Budget	15,590,640
Carry Forwards from 2010/11	6,137,310
Other changes	109,000
Revised Programme 2011/12	21,836,950

6.0 RECOMMENDED

It is recommended that Scrutiny Committee – Resources notes and Council approves:

6.1 The overall financial position for the 2010/11 annual capital programme.

6.2 That the amendments to the Council’s annual capital programme for 2011/12.

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

CAPITAL AND PROJECT MONITORING TO 31 MARCH 2011

	Lead Officer	2010/11 Revised Capital Programme	2010/11 Spend	2010/11 Budget to be Carried Forward to 2011/12	2010/11 Programme Variances Over / Under ()
		£	£	£	£
COMMUNITY & ENVIRONMENT					
ACCESSIBLE CITY					
Topsham Ferry to Carry Bikes		20,000	16,907		(3,093)
Riverside Valley Park Enhancement	PM	27,360	33,227		5,867
CULTURAL CITY					
Playing Fields General Improvements	PM	28,680	30,045		1,365
Bromthams Farm Changing Rooms	PM	24,850	0	14,960	(9,890)
Play Area Refurbishments	AC	147,910	147,968	(360)	(302)
Sports Facilities Refurbishment	AC	129,880	0	129,880	0
Parks Improvements	PM	11,480	20,795	0	9,315
Leisure Management Contract	AC	65,550	5,871	59,680	1
Exwick Community Centre	AC	29,340	26,941	2,400	1
RAMM Re-development	AC	11,135,850	10,033,040	1,102,810	0
RAMM Off Site Store	AC	0	292	(290)	2
CARED FOR ENVIRONMENT					
Home Recycling Scheme	RN	64,790	62,176		(2,614)
Public Toilet Refurbishment	PM	14,990	14,004	990	4
Local Authority Carbon Management Programme	PM	216,610	187,481	29,130	1
Improvements to Cemetery Roads & Pathways	PM	18,510	14,373	4,140	3
Cemeteries & Churches Storage Improvements	PM	1,540	7,424	(5,880)	4
Midi Recycling Banks	RN	12,600	9,611		(2,989)
Upgrade of Turf Sewage Treatment Plant	AC	10,000	355	9,650	5
General Open Space Improvements	PM	12,000	3,998	8,330	328
Domestic Recycling Review	RN	176,000	145,766		(30,234)

CAPITAL AND PROJECT MONITORING TO 31 MARCH 2011

	Lead Officer	2010/11 Revised Capital Programme	2010/11 Spend	2010/11 Budget to be Carried Forward to 2011/12	2010/11 Programme Variances Over / Under ()
		£	£	£	£
EXCELLENCE IN PUBLIC SERVICES					
Vehicle Replacement Programme	PM	473,000	337,365	118,110	(17,525)
Soil Erosion at Clifton Hill	AC	85,000	81,755		(3,245)
Replacement of Homecall Equipment	RN	3,350	2,424	930	4
New Technology for Cleansing	RN	196,790	88,751	108,040	1
Higher Cemetery New Storage Yard & Buildings	PM	670	2,038		1,368
Oakwood House	PM	3,860	3,857		(3)
Belle Isle Nursery - Various Improvements	PM	11,230	10,521		(709)
Replacement of 'Tractor Sheds'	PM	13,360	12,958		(402)
HEALTHY & ACTIVE PEOPLE					
Disabled Facility Grants	RN	392,610	361,285	31,330	5
EVERYONE HAS A HOME					
Warm Up Exeter / PLEA Scheme	RN	285,590	270,049	15,540	(1)
Wessex Loan Scheme	RN	1,001,540	351,090	662,120	11,670
ExtraLet Plus	LB	100,000	12,420	87,580	0
Social Housing Grants	LB	1,366,980	254,140	1,112,840	0
St Loyes Design Fees	LB	221,130	100,844	120,290	4
Private Sector Renewal Scheme	RN	164,080	164,081		1
Development of General Fund Housing Land	LB	1,850	700	1,150	0
PSL Improvement Programme	LB	87,300	56,051	31,250	1
Renovation Grants	RN	150,120	81,672	56,780	(11,668)
SAFE CITY					
Replace Digital Recording Equipment at Control Centre	RN	16,000	15,549		(451)
CCTV Consultancy in Respect of Enhancements	RN	3,000	(1,500)		(4,500)
COMMUNITY & ENVIRONMENT TOTAL		16,725,400	12,966,324	3,701,400	(57,676)

CAPITAL AND PROJECT MONITORING TO 31 MARCH 2011

	Lead Officer	2010/11 Revised Capital Programme	2010/11 Spend	2010/11 Budget to be Carried Forward to 2011/12	2010/11 Programme Variances Over / Under ()	£	£	£
ECONOMY & DEVELOPMENT								
ACCESSIBLE CITY								
National Cycle Network	DH	322,250	300,895	21,360	5			
Signage / Pedestrian Interpretation	RS	13,340	11,737	1,600	(3)			
Implementation of Council Walking Strategy	DH	13,750	14,827		1,077			
Refurbish Broadwalk House Car Park	RC	80	82		2			
Well Oak Footpath / Cycleway	RS	130	130		0			
King William St Car Park Refurbishment	RC	256,400	231,890	18,300	(6,210)			
CULTURAL CITY								
18 North Street Panelling	RS	2,720	0	2,720	0			
Corn Exchange Enhancements	MC	185,010	177,457	7,550	(3)			
Corn Exchange - Haystack Lantern	PM	49,080	31,842	17,240	2			
Floodlighting	RS	1,120	0	1,120	0			
CARED FOR ENVIRONMENT								
City Centre Enhancements	JR	270,480	103,260	167,220	0			
Contribution to Skypark CHP Plant	KH	100,000	100,000		0			
Surface Water Early Actions EA Scheme	DH	100,000	35,054		(64,946)			
Mincinglake / Northbrook Study	DH	120,000	76,273	43,730	3			
Ibstock Environmental Improvements	MC	3,240	0	3,240	0			
Planting Improvements in Riverside Valley Park	RS	14,250	0	14,250	0			
Custom House		0	(34)		(34)			
LEARNING CITY								
Improvements to Quay House Visitor Centre	RB	41,480	39,474	2,010	4			
PROSPEROUS CITY								
Basin / Quayside Redevelopment	MC	222,930	264,967	(42,040)	(3)			
Science Park	RB	818,700	56,970	761,730	0			

CAPITAL AND PROJECT MONITORING TO 31 MARCH 2011

	Lead Officer	2010/11 Revised Capital Programme	2010/11 Spend	2010/11 Budget to be Carried Forward to 2011/12	2010/11 Programme Variances Over / Under ()
		£	£	£	£
SAFE CITY					
CCTV at Haven Road CP & Boat Storage	DH	0	(2,179)		(2,179)
Security Measures for Riverside Valley Park	DH	3,250	681	2,570	1
ECONOMY & DEVELOPMENT		2,538,210	1,443,326	1,022,600	(72,284)
CORPORATE SERVICES					
ACCESSIBLE CITY					
Equal Opportunities Improvements	PM	11,410	2,180	9,230	0
ELECTRONIC CITY					
Electronic Document Management	PE	56,330	47,999	8,330	(1)
Server Strategy	PE	40,000	38,287		(1,713)
FIMS Replacement	AS	11,750	6,618	5,130	(2)
Environmental Health System Upgrade	RN	11,350	6,761	4,590	1
Capita Systems Infrastructure	PE	30,000	30,107		107
Sun Platform Servers	PE	41,950	41,030		(920)
J Based Legacy Systems	PE	50,470	50,467		(3)
IT Development Time	PE	8,210	0		(8,210)
Housing Repairs Transfer	PE	2,540	2,539		(1)
Authentication Module	PE	31,000	0	31,000	0
PC Replacement Programme	PE	100,000	95,897	4,100	(3)
Corporate Network Infrastructure	PE	30,000	29,430		(570)
GIS Strategy	PE	85,250	17,298	60,000	(7,952)
Intranet & Internet	PE	10,000	1,058	3,000	(5,942)
EXCELLENCE IN PUBLIC SERVICES					
Civic Centre Communal Area Refurbishment	JS	102,340	105,647		3,307
Committee Room Audio Visual Equipment	JS		154		154
Capitalised Staff Costs	AS	117,360	0		(117,360)
Capitalised Redundancy Costs	AS	0	379,709		379,709
Icelandic Investments Impairment	AS	0	500,380		500,380
CORPORATE SERVICES TOTAL		739,960	1,355,561	125,380	740,981

CAPITAL AND PROJECT MONITORING TO 31 MARCH 2011

	Lead Officer	2010/11 Revised Capital Programme	2010/11 Spend	2010/11 Budget to be Carried Forward to 2011/12	2010/11 Programme Variances Over / Under ()	£	£	£	£
HRA CAPITAL									
EVERYONE HAS A HOME									
Sheltered Accommodation	LB	439,860	336,324	103,540	4				
Adaptations	LB	455,360	458,764		3,404				
Defective Properties - British Steel	LB	166,510	179,374		12,864				
Rendering of Council Dwellings	LB	398,820	467,620		68,800				
MRA Fees	LB	17,630	0		(17,630)				
Communal Door Entry System	LB	8,570	8,547		(23)				
Environmental Improvements - General	LB	38,390	38,941		551				
Programmed Re-roofing	LB	275,900	276,026		126				
Housing Condition Survey	LB	66,990	65,367		(1,623)				
Energy Conservation	LB	214,290	195,205		(19,085)				
Asbestos Survey	LB	107,000	121,166		14,166				
Council House Extensions	LB	67,770	37,066	30,700	(4)				
Plastic Windows & Doors	LB	108,040	96,409		(11,631)				
Leypark Road Structural Defects	LB	1,340	1,640		300				
Kitchen Replacements	LB	591,920	270,372	200,000	(121,548)				
Asbestos Removal Works	LB	142,010	192,223		50,213				
Bathroom Replacements - Programmed	LB	180,920	84,234	96,690	4				
Weirfield House Refurbishment	LB	19,270	12,201		(7,069)				
Other Works	LB	283,240	215,541	40,000	(27,699)				
Repainting	LB	147,560	60,955		(86,605)				
Fire Prevention Work	LB	222,200	69,782	152,420	2				
Garages at Shakespear Road	LB	0	813		813				
Programmed Electrical Re-wiring	LB	464,080	352,790	80,050	(31,240)				
Programmed Housing Electrical Testing	LB	10,050	41,285		31,235				
Central Heating Programme	LB	809,960	769,515	40,450	5				
HOUSING REVENUE ACCOUNT TOTAL					5,237,680	4,352,160	743,850	(141,670)	

CAPITAL AND PROJECT MONITORING TO 31 MARCH 2011

Lead Officer	2010/11 Revised Capital Programme	2010/11 Spend	2010/11 Budget to be Carried Forward to 2011/12	2010/11 Programme Variances Over / Under ()
	£	£	£	£
COUNCIL HOUSEBUILDING PROGRAMME				
COUNCIL'S OWN BUILD				
Phase 1 - Merlin Crescent / Siveill Place	LB	2,730,280	2,186,203	544,080
Phase 2	LB	30,460	31,613	1,153
COUNCIL HOUSEBUILDING TOTAL		2,760,740	2,217,816	1,156
CAPITAL AND PROJECT EXPENDITURE TOTAL				
		28,001,990	22,335,187	6,137,310
				470,507

Lead Officer Key Table	
Head of Leisure and Museums	AC
Head of Treasury Services	AS
Engineering and Construction Manager	DH
Acting Head of Estates Services	MC
Head of Environmental Health Services	RN
Director of Economy & Development	KH
Head of Corporate Customer Services	JS
Head of IT Services	PE
Head of Contracts and Direct Services	PM
Head of Economy and Tourism	RB
Head of Administration and Parking Services	RC
Head of Planning Services	RS
Head of Housing and Social Inclusion	LB

REVISED CAPITAL PROGRAMME

	Lead Officer	2010/11 Budget to be Carried Forward to 2011/12	2011/12 Approved Capital Programme	2011/12 Revised Capital Programme	2012/13 Approved Capital Programme	2013/14 Approved Capital Programme	Future Years
		£	£	£	£	£	£
COMMUNITY & ENVIRONMENT							
ACCESSIBLE CITY							
STRONG COMMUNITIES CITY							
CULTURAL CITY							
	PM		3,740	3,740			
Playing Fields General Improvements	PM	14,960		14,960			
Bromhams Farm Changing Rooms	AC	(360)	154,220	153,860			
Play Area Refurbishments	AC	129,880	50,000	179,880			
Sports Facilities Refurbishment	PM		210,000	210,000			
Parks Improvements	PM		176,800	176,800			
Contribution to RAMM Re HLF Parks Bid	AC	59,680		59,680			
Leisure Management Contract	AC	2,400	18,260	20,660			
Exwick Community Centre	AC	1,102,810	552,800	1,655,610			
RAMM Re-development	AC		41,030	40,740			
RAMM Off Site Store	PM	(290)	20,000	20,000			
Cowick Barton Changing Rooms - Paving	PM		8,000	8,000			
Cowick Barton Changing Rooms - External Walls	PM		60,000	60,000			
Neighbourhood Parks & Local Open Spaces	PM		40,000	40,000			
Allotments - Toilet Replacement	MC		47,000	47,000			
St Katherine's Priory Re-roofing							
CARED FOR ENVIRONMENT							
Home Recycling Scheme	RN		60,000	60,000	60,000	60,000	
Public Toilet Refurbishment	PM	990		990			
Local Authority Carbon Management Programme	PM	29,130	100,000	129,130	100,000		
Improvements to Cemetery Roads & Pathways	PM	4,140	10,000	14,140	10,000		
Cemeteries & Churches Storage Improvements	PM	(5,880)	39,800	33,920			
Midi Recycling Banks	RN		10,000	10,000	10,000	10,000	
Upgrade of Turf Sewage Treatment Plant	AC	9,650		9,650			
General Open Space Improvements	PM	8,330		8,330			
Green Waste Shredders	PM		36,000	36,000			
EXCELLENCE IN PUBLIC SERVICES							
Vehicle Replacement Programme	PM	118,110	300,000	418,110			
Replacement of Homecall Equipment	RN	930		930			
New Technology for Cleansing	RN	108,040		108,040			
Replacement of Franking Machine	JS		17,000	17,000			

REVISED CAPITAL PROGRAMME

	Lead Officer	2010/11 Budget to be Carried Forward to 2011/12	2011/12 Approved Capital Programme	2011/12 Revised Capital Programme	2012/13 Approved Capital Programme	2013/14 Approved Capital Programme	Future Years
		£	£	£	£	£	£
Belle Isle Depot Secure Storage	MC		125,000	125,000			
HEALTHY & ACTIVE PEOPLE							
Disabled Facility Grants	RN	31,330	290,000	321,330	281,000	281,000	281,000
EVERYONE HAS A HOME							
Warm Up Exeter / PLEA Scheme	RN	15,540	250,000	265,540			
Wessex Loan Scheme	RN	662,120	75,000	737,120			
ExtraLet Plus	LB	87,580	100,000	187,580			
Social Housing Grants	LB	1,112,840	3,938,030	5,050,870			
St Loyes Design Fees	LB	120,290		120,290			
Private Sector Renewal Scheme	RN		100,000	100,000			
Development of General Fund Housing Land	LB	1,150		1,150			
PSL Improvement Programme	LB	31,250	75,000	31,250	400,000	400,000	400,000
Renovation Grants	RN	56,780		131,780			
SAFE CITY							
Replace Digital Recording Equipment at Control Centre	RN		16,000	16,000	48,000		
COMMUNITY & ENVIRONMENT TOTAL		3,701,400	6,923,680	10,625,080	909,000	751,000	681,000

REVISED CAPITAL PROGRAMME

	Lead Officer	2010/11 Budget to be Carried Forward to 2011/12	2011/12 Approved Capital Programme	2011/12 Revised Capital Programme	2012/13 Approved Capital Programme	2013/14 Approved Capital Programme	Future Years
		£	£	£	£	£	£
ECONOMY & DEVELOPMENT							
ACCESSIBLE CITY							
National Cycle Network	DH	21,360		21,360			
Signage / Pedestrian Interpretation	RS	1600	30,000	31,600			
Well Oak Footpath / Cycleway	RS		80,000	80,000			
King William St Car Park Refurbishment	RC	18,300	200,000	218,300			
CULTURAL CITY							
18 North Street Panelling	RS	2,720		2,720			
Corn Exchange Enhancements	MC	7,550		7,550			
Corn Exchange - Haystack Lantern	PM	17,240		17,240			
Floodlighting	RS	1,120		1,120			
CARED FOR ENVIRONMENT							
City Centre Enhancements	KH	167,220	240,000	407,220	200,000	200,000	
Mincinglake / Northbrook Flood Defence Study	DH	43,730	20,000	63,730			
Ibstock Environmental Improvements	MC	3,240		3,240			
Planting Improvements in Riverside Valley Park	RS	14,250		14,250			
Cowick Street Environmental Works			100,000	100,000	100,000		
LEARNING CITY							
Improvements to Quay House Visitor Centre	RB	2,010		2,010			
PROSPEROUS CITY							
Basin / Quayside Redevelopment	MC	(42,040)	691,030	648,990	536,260		
Science Park	RB	761,730		761,730			
SAFE CITY							
Security Measures for Riverside Valley Park	DH	2,570		2,570			
EXCELLENCE IN PUBLIC SERVICES							
Verney House	MC		45,000	45,000			
ECONOMY & DEVELOPMENT		1,022,600	1,406,030	2,428,630	836,260	200,000	0

REVISED CAPITAL PROGRAMME

Lead Officer	2010/11 Budget to be Carried Forward to 2011/12	2011/12 Approved Capital Programme	2011/12 Revised Capital Programme	2012/13 Approved Capital Programme	2013/14 Approved Capital Programme	Future Years
	£	£	£	£	£	£
CORPORATE SERVICES						
ACCESSIBLE CITY						
Equal Opportunities Improvements	9,230		9,230			
ELECTRONIC CITY						
Electronic Document Management	8,330		8,330			
Server strategy		40,000	40,000			
FIMS Replacement	5,130		5,130			
Environmental Health System Upgrade	4,590		4,590			
Security Compliance for GCSx & PCI DSS		48,000	48,000			
Authentication Module	31,000		31,000			
IT Development Time		37,500	37,500			
PC Replacement Programme	4,100	100,000	104,100			
Corporate Network Infrastructure		30,000	30,000			
GIS Strategy	60,000		60,000			
Intranet & Internet	3,000		3,000			
EXCELLENCE IN PUBLIC SERVICES						
Capitalised Staff Costs		261,000	261,000	261,000		
CORPORATE SERVICES TOTAL	125,380	516,500	641,880	261,000	0	0

REVISED CAPITAL PROGRAMME

	Lead Officer	2010/11 Budget to be Carried Forward to 2011/12	2011/12 Approved Capital Programme	2011/12 Revised Capital Programme	2012/13 Approved Capital Programme	2013/14 Approved Capital Programme	Future Years
		£	£	£	£	£	£
HRA CAPITAL							
EVERYONE HAS A HOME							
Sheltered Accommodation	LB	103,540		103,540			
Adaptations	LB		450,000	450,000	450,000	450,000	
Rendering of Council Dwellings	LB		260,000	260,000	260,000	260,000	
MRA Fees	LB		364,270	364,270	368,000	368,000	
Communal Door Entry System	LB		10,000	10,000	10,000	10,000	
Environmental Improvements - General	LB		25,000	25,000	25,000	25,000	
Programmed Re-roofing	LB		250,000	250,000	252,000	252,000	
Energy Conservation	LB		15,000	15,000	30,000	30,000	
Asbestos Survey	LB		100,000	100,000	100,000	100,000	
Council House Extensions	LB	30,700		30,700			
Plastic Windows & Doors	LB		20,000	20,000	20,000	20,000	
Kitchen Replacements	LB	200,000	1,300,000	1,500,000	900,000	900,000	
Asbestos Removal Works	LB		200,000	200,000	200,000	200,000	
Bathroom Replacements - Programmed	LB	96,690	350,000	446,690	600,000	600,000	
Other Works	LB	40,000	200,000	240,000			
Repointing	LB		50,000	50,000	20,000	20,000	
Fire Prevention Work	LB	152,420	250,000	402,420	200,000	200,000	
Communal Areas	LB		200,000	200,000	100,000	100,000	
Structural Repairs	LB		50,000	50,000	50,000	50,000	
Fire Alarms at Sheltered Accommodation	LB		100,000	100,000			
Replacement Concrete Canopies	LB		250,000	250,000			
Rennes House Heating Replacement	LB		200,000	200,000			
Programmed Electrical Re-wiring	LB	80,050	590,000	670,050		447,800	
Central Heating Programme	LB	40,450	1,500,000	1,540,450		976,710	
HRA TOTAL		743,850	6,734,270	7,478,120	5,009,510	5,009,510	

REVISED CAPITAL PROGRAMME

Lead Officer	2010/11 Budget to be Carried Forward to 2011/12	2011/12 Approved Capital Programme	2011/12 Revised Capital Programme	2012/13 Approved Capital Programme	2013/14 Approved Capital Programme	Future Years
	£	£	£	£	£	£
COUNCIL HOUSEBUILDING PROGRAMME						
COUNCIL'S OWN BUILD						
Merlin Crescent	544,080	119,160	663,240			
	544,080	119,160	663,240	0	0	0
CAPITAL AND PROJECT EXPENDITURE TOTAL						
	6,137,310	15,699,640	21,836,950	7,015,770	5,960,510	681,000

Lead Officer Key Table	
Head of Leisure and Museums	AC
Head of Treasury Services	AS
Engineering and Construction Manager	DH
Estates Services	MC
Head of Environmental Health Services	RN
Director of Economy and Development	KH
Head of Corporate Customer Services	JS
Head of IT Services	PE
Head of Contracts and Direct Services	PM
Head of Economy and Tourism	RB
Head of Administration and Parking Services	RC
Head of Planning Services	RS
Head of Housing and Social Inclusion	LB

EXETER CITY COUNCIL

SCRUTINY COMMITTEE – RESOURCES 22 JUNE 2011

EXECUTIVE
5 JULY 2011

COUNCIL
19 JULY 2011

OVERVIEW OF REVENUE BUDGET 2010/11

1. PURPOSE OF THE REPORT

- 1.1 To advise Members of the overall final financial performance of the HRA & General Fund Revenue Budget for the 2010/11 financial year ended 31 March 2011.

2. HOUSING REVENUE ACCOUNT (Appendix A)

- 2.1 The final accounts show an overall increase in the HRA working balance from £2,681,729 to £3,917,868 an increase of £1,236,139 as compared with the planned reduction of £642,570.
- 2.2 There is a net underspend of £1,714,508 in operating expenditure which is primarily due to a reduction in the planned contribution to the Repairs Fund. There has also been additional income from rents and a reduction the amount of Government Subsidy to be paid. The total Revenue Contribution to Capital in 2010/11 is £500,000.
- 2.3 The Major Repairs Allowance is 'ring fenced' for capital works and amounts to £3,342,883 together with £500,000 as a Revenue Contribution to Capital, £175,916 from external funding and £331,539 of housing capital receipts. This enabled a total of £4,350,338 to be spent on works to meet the Government's Decent Home Standard.

3. GENERAL FUND (Appendix B)

- 3.1 During the financial year regular reports have been made on the estimated revenue outturn for each Scrutiny Committee. The final outturn has now been calculated and major differences from the approved annual budget are highlighted below.
- 3.2 This is the first year that the accounts have been prepared using International Financial Reporting Standards. Many of the changes required have been covered by statutory overrides from Central Government meaning that they do not impact on the Council Tax. As this is the case they have not been reported in the management accounts presented.
- 3.3 During December, the Government issued a capitalisation directive to the Council allowing us to capitalise (and not charge to revenue immediately) £380,000 of redundancy costs. This was not enough to cover all redundancy costs that the Council incurred and therefore as many redundancies as possible have been charged against this. However this means that the remaining redundancies have not been spread evenly over services and some services have been charged with their redundancy costs, whilst others have not. This has resulted in an overspend on some services, but has allowed the Council to maximise the use of the capitalisation directive.

- 3.4 There has been an upwards adjustment for IAS19 (formerly FRS17) of £496,809; this is an actuarial adjustment to reflect the cost of employing our staff in terms of pension liability and has no effect on the Council Tax.
- 3.5 If all the adjustments highlighted above for IAS19 and Capital Charges are taken into account, the Service Committees show an overall underspend of £1,083,199 against a revised budget of £17,356,360. Additionally, there is a deficit on the trading accounts of £81,865 relating to the closure of the Council's Buildings and Electrical Team. As such this is a one-off deficit.
- 3.6 In addition to Service Committee net expenditure, interest receivable and payable is credited to the account 'below the line'. The net interest paid was £181,540 more than the budget and this is discussed in the Treasury Management report elsewhere on the agenda. Interest rates remain historically low and this has had an effect on the returns available. During the year the investments held by our Investment Manager have been returned in order to reduce the amount of borrowing required by the Council. Provision of £378,902 has been made for the statutory repayment of debt.
- 3.7 Additional income has been received in the form of Area Based Grant of £60,268. The LABGI grant, which rewarded Local Authority's economic development for increases in the rateable value of commercial properties above a floor and up to a specified maximum, has been scrapped. The Area Based Grant was for the Youth Opportunity Task Force and Climate Change strategy and no longer exists from 2011-12.
- 3.8 The main Service Committee variations for the financial year are:
- 3.8.1 The actuarial calculation in respect of IAS19 has been substantially amended since the budgets were set. This has resulted in a £1.358 million variance against the service committee budgets, causing a notional overspend against the budget. This has been reversed out below the line and has no impact on the overall General Fund balance.
- Economy & Development**
- 3.8.2 Rental income for Estates Services is lower than expected and a charge of £35,000 has been made to cover the trading loss at Exeter Business Centre, however savings on employment costs and other in-year savings have resulted in an overall underspend of £93,688.
- 3.8.3 The overall income level for the Archaeological Field Unit (AFU) was down; This is due to the increasingly competitive nature of the service market and the reduced volume of activity. Additionally, redundancy costs relating to the closure of the service have been accrued within the figures. As a result, the AFU incurred a deficit of £222,924. Markets & Halls have earned substantially higher income than budgeted causing an underspend of £248,716.

Community & Environment

- 3.8.4 The new contract for management of the sports facilities came into force on 1st October 2010 which has resulted in material savings, which will continue into future years. There will however be a small negative impact on Resources Committee as a result of additional discounts arising on NNDR. The saving for the year was £434,853.
- 3.8.5 Museums have underspent their budget by £110,140 as a result of additional income, the delay in construction resulting in no payment of Business Rates being required and the proposed revenue contribution to the capital scheme not being taken.
- 3.8.6 Increased income from the sale of materials and a reduction in expenditure on freight, following active steps to reduce these costs caused a surplus of £346,620 on the Recycling budget.
- 3.8.7 Housing Advisory services incurred additional costs, in respect of serviced temporary accommodation due to a higher than inflationary increase in rental payments, backdated rental payments and the cost of procuring additional rooms to meet increasing demand. Additional costs have in respect of Shaul's Court and Glencoe along with reduced income from the ExtraLet scheme have caused an overall overspend of £255,922.

Resources

- 3.8.8 Vacancy management within support services along with other reductions have caused an underspend in support services, which have been reflected in front line service budgets.
- 3.8.9 During 2010/11, benefits of £44.5m have been paid and subsidy of £42.8m has been received. This resulted in an overall budget variance of £532k which represents 1.19% of the gross benefit expenditure. However homelessness payments above the rental subsidy cap has accounted for some £160k of this deficit.
- 3.9 At 31 March 2010 the General Fund working balance was £3,844,811 and a surplus of £348,086 has been made at 31 March 2011 leaving the current balance at £4,192,997. The minimum requirement for the General Fund working balance was approved by the Executive in February 2011 at £2 million.
- 3.9.1 There is a small requirement for supplementary budgets in 2011/12; these are identified in 3.10 below.
- 3.9.2 The Council is also faced with considerable financial challenges in the medium term particularly in respect of the significant reduction in grant as the new Government tackles the issue of reducing the national budget deficit.
- 3.10 The Council has identified at the end of the year revenue budgets that have not been spent but where a commitment is required in the following financial year. It is therefore proposed supplementary budgets totalling £147,170 and identified in Appendix C are approved in 2011/12: -
- Scrutiny Committee – Resources; £ 3,000
 - Scrutiny Committee – Economy; £107,170
 - Scrutiny Committee – Community; £ 37,000
- 3.11 Taking into account the proposed supplementary budgets above, the uncommitted General Fund working balance at 31 March 2011 is £4,045,827.

- 3.12 There has been a contribution of £70,573 from Revenue to Capital Expenditure, reflecting money received, that previously was treated as a capital receipt and the capitalisation of an asset that was charged to revenue.
- 3.13 Four new earmarked reserves are being proposed:-
- 3.13.1 Group Leaders have discussed the benefits of subjecting the Council's new organisational structure to a systematic review of procedures and practices to ensure that the new organisation is streamlined and customer focussed. The aim of the exercise is to simplify processes so that resources can be released to improve front-line services. In the next cycle of meetings the Executive will consider how this can best be achieved so it is appropriate to create an earmarked reserve for the resourcing of this work. It is proposed to set aside a sum of £175,000 for this purpose.
- 3.13.2 A grant was received in the financial year which is intended to offset the income shortfall caused by not being able to charge for Personal Searches. It is proposed that this grant be transferred to an earmarked reserve to cover any potential claims for a refund.
- 3.13.3 The Devon Home Choice Partnership has made a surplus, which it is proposed will be transferred to an earmarked reserve to enable the partners to determine how to use the funds in future years.
- 3.13.4 When the budget for 2011/12 was set the grant for Homelessness was estimated in line with the previous year at £351,000. The actual grant received was £505,000. This grant is not ringfenced and the budget was not increased to reflect the additional funding. Whilst savings have been made a report to the Leader and Portfolio Holder has requested an additional £44,000 be set aside to fund support for Homelessness. It is proposed that an earmarked reserve be set aside for this purpose.
- 3.14 Additions to Earmarked Reserves totalling £354,000 have been made for specific schemes and purposes as summarised below: -
- Scrutiny Committee – Community: £98,345
 - Scrutiny Committee – Resources: £175,000
 - Scrutiny Committee – Economy: £ 80,655
- There has also been £763,949 transferred from Earmarked Reserves as follows:-
- Scrutiny Committee – Community: £194,017
 - Scrutiny Committee – Economy: £408,387
 - Reserves no longer required : £113,222
 - Contributions to Capital : £ 48,323
- 3.15 During 2010/11 there has been an overall net contribution from Earmarked Reserves of £409,949 as shown in Appendix D. This differs to the budgeted withdrawal of reserves of £487,520 because a number of reserves that had previously been set up and substantially used have had the balances taken back into General Reserves, as the commitment for which they were set aside has been completed and some additional reserves are proposed to be set up.

3.16 The movement on Earmarked Reserves and the balance at 31 March 2011 are:

	Balance at 31March 2010 £'000	Balance at 31March 2011 £'000	Movement £'000
Earmarked Reserves	1,574	1,164	(410)

4. COUNCIL TAX

4.1 As at 1 April 2010, arrears amounted to £2.363m, the movements during 2010/11 were as follows:

	£m	£m
Arrears at 1 April 2010		2.363
Add:		
2010/11 debits raised net of discounts, benefits and transitional relief	47.706	
Less:		
Payments received	(48.190)	
Refunds and change in pre-payments	616	
Write-offs	<u>(135)</u>	
Arrears at 31 March 2011		<u>£2.360</u>

4.2 Against the arrears of £2.360m, a bad and doubtful debt provision of £825,000 has been provided, calculated in accordance with the appropriate accounting guidelines.

4.3 The 'In-Year' collection rate has decreased slightly in comparison with the previous year. The collection rate for 2010/11 was 97.5% compared with 97.6% in 2009/10.

5. OUTSTANDING SUNDRY DEBT

5.1 The Council issues invoices for a range of sundry debts, including :-

- Commercial rent
- Trade waste
- Service charge and ground rent for leasehold flat owners
- Home call alarms
- Housing benefit overpayments
- and a range of other services

In these quarterly reports, comparisons are made to inform members of progress in recouping this debt. This does not include housing rent, council tax or business rate debt.

5.2 Outstanding debt at 31 March 2010 was £3.616m, by 30 September it stood at £3.126m, at 31 December 2010 it was £3.567m and at 31 March 2011 it was £3.704m. An aged debt analysis is shown below, which demonstrates that of the £3.704m debt, £1.706m is less than 30 days old. Debt over 30 days old has decreased over the quarter from £2.262m to £1.998m.

Age of Debt	March 2010	September 2010	December 2010	March 2011
Up to 29 days (current)	£1,521,683	£939,888	£1,305,734	£1,706,488
30 days – 1 Year	£963,838	£995,544	£1,112,679	£ 931,746
1 – 2 years	£400,385	£406,598	£340,405	£ 389,184
2 –3 years	£225,237	£235,441	£270,532	£ 235,297
3 – 4 years	£110,823	£141,627	£160,411	£ 154,931
4 – 5 years	£122,839	£120,569	£76,055	£ 57,900
5 + years	£271,553	£286,438	£301,442	£ 228,676
Total	£3,616,358	£3,126,105	£3,567,259	£3,704,222

5.3 Of the outstanding debt, the table below sets out the main services and debts owing:

	Outstanding debt – 31 March 2011 £
▪ Commercial rent	579,737
▪ Trade waste	119,153
▪ Service charge, ground rent and major works for leasehold flat owners	86,718
▪ Home call alarms	7,664
▪ Housing benefit overpayments*	1,081,730
▪ Engineering	44,929
▪ Markets & Halls	53,945
▪ AFU	311,193
▪ Economy & Tourism	55,411
▪ HRA	75,708
▪ General Fund Housing	146,786
▪ River & Canal	49,755

*These overpayments occur largely due to changes to claimants' circumstances resulting in a lower benefit entitlement once a reassessment is made. This figure represents about 2.6% of the total annual benefits paid and in the order of 90% of this amount is recovered.

6 CREDITOR PAYMENTS PERFORMANCE

6.1 Creditors' payments continue to be monitored in spite of the withdrawal of Statutory Performance Indicator BVPI8. The percentage paid within 30 days was 94.35% for 2010/11 compared with 95.89% for 2009/10. Yearly performance was 2.14% below the target of 96.5%. However, performance in the last quarter of the year showed a significant improvement at 96.21% and currently stands at over 98%.

7. RECOMMENDATION

It is recommended that Scrutiny Resources Committee note the report and Council notes and approves:

- 7.1 That the net transfer of £409,949 from Earmarked Reserves as detailed in paragraph 3.14 is approved.
- 7.2 That Supplementary budgets totalling £147,170 are approved as detailed in paragraph 3.10
- 7.3 That Earmarked Reserves at 31 March 2011 be noted;
- 7.4 That the Council Tax account and collection rate be noted;
- 7.5 That the outstanding sundry debt and aged debt analysis be noted;
- 7.6 That the creditor payments performance be noted;
- 7.7 By taking into account the overall financial position of the Council as set out in paragraph 3.9 above, the General Fund working balance at 31 March 2011, be approved at £4,192,897;
- 7.8 That the Housing Revenue Account working balance at 31 March 2011 is approved at £3,917,868.

HEAD OF TREASURY SERVICES

CORPORATE SERVICES DIRECTORATE

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

Background papers used in compiling the report:

None

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FINAL ACCOUNTS 2010/2011

Code	Approved Annual Budget	2010/11 Outturn	Variance To Budget
	£	£	£
85A1 Management	2,825,610	2,876,268	50,658
85A3 Sundry Lands Maintenance	260,480	247,848	(12,632)
85A4 Repairs Fund Contribution	9,066,360	7,313,826	(1,752,534)
85A6 Capital Charges	0	0	0
85A8 Rents	(15,359,490)	(15,449,405)	(89,915)
85B1 Government Subsidy	4,006,520	3,837,912	(168,608)
85B2 Interest	(156,910)	(62,588)	94,322
85B4 Variance in Working Balance	(642,570)	1,236,139	1,878,709
Net Expenditure	0	0	0
Working Balance	1 April 10	31 March 2011	£ 3,917,868
	£ 2,681,729		

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EXETER CITY COUNCIL
2010/11 REVENUE ESTIMATES - SUMMARY
as at 31 March 2011

Revised Annual Budget £		Year End Forecast £	Variance to Budget £
13,767,210	SCRUTINY - COMMUNITY	13,423,781	(343,430)
581,180	SCRUTINY - ECONOMY	228,624	(352,556)
5,497,330	SCRUTINY - RESOURCES	5,867,633	370,303
0	add Pension Strain Payment	552,470	552,470
(3,350,500)	less Notional capital charges	(3,245,938)	104,562
861,140	IAS 19 Pension Adjustment	(496,809)	(1,357,949)
17,356,360	<u>Service Committee Net Expenditure</u>	16,329,761	(1,026,599)
(100,000)	Net Interest	81,540	181,540
0	Trading Accounts deficit	81,865	81,865
(50,000)	Business Growth Incentive Grant	0	50,000
0	Area Based Grant	(60,268)	(60,268)
500,000	Provision for redundancy	0	(500,000)
0	Revenue Contribution to Capital	70,573	70,573
324,000	Minimum Revenue Provision	378,902	54,902
18,030,360	<u>General Fund Expenditure</u>	16,882,372	(1,147,988)
(722,331)	Transfer To/From(-) Working Balance	348,086	1,070,417
(487,520)	Transfer To/From(-) Earmarked Reserves	(409,949)	77,571
16,820,509	<u>General Fund Net Expenditure</u>	16,820,509	0
(12,089,847)	Formula Grant	(12,089,847)	0
4,730,662	<u>Council Tax Net Expenditure</u>	4,730,662	0

Working Balance as at 1 April 2010 £3,844,811

2010/11 Transfers to Working Balance 348,086

Working Balance as at 31 March 2011 £4,192,897

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SUPPLEMENTARY BUDGETS 2010/11

Resources		
Grants	Balance from 2010/11	3,000
		3,000
Community and Environment		
AIM	Carry forward	37,000
		37,000
Economy & Development		
AIM	Carry forward	3,000
Transport	Maintenance of Green Circle	1,500
Economy & Tourism	Exeter Positive Steps	13,370
Economy & Tourism	Social Enterprise	25,000
Economy & Tourism	Greening Government Conference October 2011	5,000
AFU	Archiving Costs for AFU	29,300
River & Canal	Exe Estuary Review	30,000
		107,170
	Overall Total	147,170

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2010/11 Reserves Movement

	£	
Transfers from Reserves		
83A1	LABGI reserve	(1,989.00)
83A6	LABGI reserve	(14,500.00)
83B5	Planning Delivery Grant	(391,898.47)
81C3	Empty Homes reserve	(40,260.61)
81C3	Housing Market Assessment	(5,800.00)
81A1	Climate Change	(10,000.00)
81A8	Leisure Contract	(116,955.00)
81A3	Vehicle Licensing	(21,001.00)
	Contributions to Capital	(48,322.66)
	No longer required	(113,222.34)
		(763,949.08)
Transfers to Reserves		
81A9	Isca Bowls	10,000.00
81C2	Devon Home Choice	44,344.65
81C2	Homeless reserve	44,000.00
81A4	Local Land Charges	34,355.83
83B1	Building Control	21,996.63
83B5	Local Development Framework	24,302.67
	Structural Review reserve	175,000.00
		353,999.78
	Transfer to / (from) Reserves	(409,949.30)

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Agenda Item 6

EXETER CITY COUNCIL

SCRUTINY COMMITTEE – RESOURCES 22 JUNE 2011

EXECUTIVE
5 JULY 2011

COUNCIL
19 JULY 2011

TREASURY MANAGEMENT – 2010/11

1. PURPOSE OF REPORT

- 1.1 To report the overall performance for the 2010/11 financial year and the position regarding investments and borrowings at 31 March 2011.

2. FINAL NET INTEREST POSITION

- 2.1 The General Fund shows a net reduction in interest receivable and paid compared to the estimate, the position is:

	Estimate		Actual	Variation
	£		£	£
Interest paid	67,000		76,349	9,349
Interest earned				
Interest from portfolio	(300,000)		(23,874)	276,126
Temporary investment interest	(40,000)		(39,923)	77
Other interest earned	(3,000)		(2,135)	865
Less				
Interest to HRA	153,000		58,068	(94,932)
Interest to s106 agreements	15,000		8,822	(6,178)
Interest to Trust Funds	8,000		4,173	(3,827)
Lord Mayors Charity	0		60	60
GF interest received	<u>(167,000)</u>		<u>5,191</u>	<u>172,191</u>
Net interest (received) / paid	<u>(100,000)</u>		<u>81,540</u>	<u>181,540</u>

- 2.2 The other interest earned relates to car loan repayments.

- 2.3 The reduction against budget has been caused by one principal factor. Please see section 3 for a detailed explanation.

3. INVESTMENT INTEREST

- 3.1 A decision has been taken to withdraw completely our investments held with Investec in order to further reduce the reliance on borrowing. The Fund was closed in February 2011 and the remaining £8 million returned to the Council. In a year when we had budgeted for a return of around 3% in line with the central advice from Investec, their return was actually 0.74% resulting in the large variation against not only the General Fund budget, but also the HRA interest budget and the amounts set aside for Trust Funds and Section 106 monies. This has had the effect of reducing our investment interest for the year but has also enabled us to reduce the amount of borrowing. It has additionally reduced our risk exposure. Any surplus funds are now short term and placed in Call Accounts (immediate access) at the Bank of Scotland and Nat West.
- 3.2 The managed cash funds have therefore reduced during the year from £9.7 million to zero as at 31 March 2011.
- 3.3 Interest of £23,874 was earned by the fund, which includes the £41,492 of unrealised losses that were not charged during 2009/10 in accordance with accounting standards. The overall rate of return for the Fund was 0.74% during 2010/11. This performance represents a 0.31% increase over the 7-day benchmark of 0.43%.
- 3.4 The closure of the Investec Fund has also resulted in a saving of £16,000 a year in management fees.
- 3.5 The £5m invested in two Icelandic banks back in late 2007, remains frozen, after the Icelandic government stepped in to ensure that the Icelandic banking system did not collapse in October 2008.
- 3.6 Guidance regarding the treatment of Icelandic investments from CIPFA for 2010/11 has recently been received along with regular updates from the LGA.

Glitnir & Landsbanki

The Reykjavik District Court issued a verdict on 1 April 2011 confirming that local authorities' claims qualified for priority under Article 112 of the Icelandic Bankruptcy legislation. This related to both Glitnir and Landsbanki and also confirmed the position in relation to interest. These decisions are being appealed to the Icelandic Supreme Court, however the current court ruling confirms the priority stance.

The District Court decisions also confirmed the position in relation to interest in the authorities' favour. Where deposits matured between 6 October 2008 and 22 April 2009, local authorities claims should be on the value of the matured deposit plus interest of at least the contractual rate on the maturity value for the period from maturity to 22 April 2009 (the decisions are contractual interest for Glitnir and 8% interest for Landsbanki). Both our deposits matured within the dates.

In respect of Glitnir, it is anticipated that payment will be made in December 2011 and assuming that priority status is maintained after the Supreme Court ruling this will be at 100%.

Landsbanki is more complex. Assuming that priority status is maintained after the Supreme Court ruling the total payment is estimated at 94.85% of the initial investment plus interest. This is likely to be received in tranches up to December 2018, with close to a quarter being repaid during 2011.

In respect of both banks this is the latest available information and is subject to change dependant mainly on the outcome of the appeal.

4. BORROWINGS

- 4.1 The Council has had to borrow temporarily for cashflow purposes throughout the year and incurred interest of £76,349 during the year. Interest rates have been very low throughout the year. At 31 March 2011 the Council had £15m of short term borrowing. The Council continues to have no long term debt.

5. FUTURE POSITION

- 5.1 As interest rates remain very low the Council will continue to use short term borrowing to manage its cashflow. Current rates for borrowing are approximately 0.80% for 6 months. Borrowing over 25 years through the PWLB has increased to around 5.20% as a result of the Government's decision to increase the gap between the interest rate on Gilts and PWLB rates to 1%.
- 5.2 The internal investment strategy has been tightly restricted to UK only banking operations meaning that it is difficult to invest at the moment. There is very little desire from HSBC and Barclays to take money for a couple of weeks and we have been using our public sector reserve with the Co-op and call accounts with the Bank of Scotland and Nat West.
- 5.3 During the year the Council will also look to make use of a money market fund. These spread the risk by investing in a wide range of instruments. The funds are also immediately available for repayment. The Council will use the fund when it has excess fund over and above its limits on its call accounts and will only use a fund that is AAA rated (the highest rating).
- 5.4 During the year the Icelandic Supreme Court should hear the appeals in respect of the two banks and the position in respect of our investments should become much clearer.

6. RECOMMENDATION

- 6.1 That Council note and approve the Treasury Management report for the 2010/11 financial year.

HEAD OF TREASURY SERVICES

CORPORATE SERVICES DIRECTORATE

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

Background papers used in compiling the report:

None

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EXETER CITY COUNCIL

SCRUTINY COMMITTEE - RESOURCES 22 JUNE 2011

EXECUTIVE
5 JULY 2011

COUNCIL
19 JULY 2011

ANNUAL GOVERNANCE STATEMENT

1. PURPOSE OF THE REPORT

- 1.1 This report sets out the proposed Annual Governance Statement that will accompany the Council's Annual Statement of Accounts for 2010/11. This Statement also incorporates the Council's Code of Corporate Governance which is published on the Council's website.

2. BACKGROUND

- 2.1 CIPFA/SOLACE has previously issued a framework and guidance on delivering governance in local government. This framework illustrates best practice for developing and maintaining a local code of governance and it recommends that authorities must be able to demonstrate that they are complying with the principles of good governance.
- 2.2 The preparation and publication of an Annual Governance Statement in accordance with CIPFA/SOLACE guidance is required to comply with Regulation 4 of the Accounts and Audit (England) Regulations 2011.
- 2.3 The Council was previously required to include the Annual Governance Statement within its published Annual Statement of Accounts. Regulation 4(4) of the Accounts and Audit (England) Regulations 2011 now provides that the Annual Governance Statement is to *accompany* the accounting statements, rather than being included with the accounting statements. The purpose of this change is to make clear that the Annual Governance Statement is not part of the statement on which the auditor's opinion is given. Local Authorities do however have discretion to decide whether it should be part of the same document as the accounting statements or be issued as a separate document. It is proposed that the Council will continue with its existing arrangements by including the Annual Governance Statement within the Annual Statement of Accounts for 2010/11.

3. ANNUAL GOVERNANCE STATEMENT

- 3.1 A draft Annual Governance Statement for inclusion in the Council's Annual Accounts for 2010/11 is attached to this report.
- 3.2 The Annual Governance Statement should include the following information:
- An acknowledgement of responsibility for ensuring there is a sound system of governance (incorporating the system of internal control)
 - An indication of the level of assurance that the systems and processes that comprise the authority's governance arrangements can provide
 - A brief description of the key elements of the governance framework, including reference to group activities where those activities are significant

- A brief description of the process that has been applied in maintaining and reviewing the effectiveness of the governance arrangements, including some comment on the role of:
 - the authority
 - the executive
 - the audit committee/overview and scrutiny function/risk management committee/standards committee (as appropriate)
 - internal audit
 - other explicit review/assurance mechanisms
- An outline of the actions taken, or proposed, to deal with significant governance issues, including an agreed action plan.

4. RECOMMENDATION

It is recommended that:

- 4.1 Scrutiny Committee Resources supports the Annual Governance Statement to be included within the Council's Annual Statement of Accounts for 2010/11; and
- 4.2 Council note and approve the Annual Governance Statement to be included within the Council's Annual Statement of Accounts for 2010/11.

HEAD OF TREASURY SERVICES

CHIEF EXECUTIVE

CORPORATE SERVICES DIRECTORATE

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

Delivering Good Governance in Local Government – Guidance Note for English Authorities;
CIPFA/SOLACE 2007

EXETER CITY COUNCIL

ANNUAL GOVERNANCE STATEMENT 2011/12

1. SCOPE OF RESPONSIBILITY

- 1.1 Exeter City Council is responsible for ensuring that its business is conducted in accordance with the law and proper standards, that public money is safeguarded and properly accounted for and used economically, efficiently and effectively. It also has a duty under the Local Government Act 1999 to make arrangements to secure continuous improvement in the way in which its functions are exercised, having regard to a combination of economy, efficiency and effectiveness.
- 1.2 In discharging this overall responsibility, the Council is responsible for putting in place proper arrangements for the governance of its affairs, facilitating the effective exercise of its functions, which includes arrangements for the management of risk.
- 1.3 The City Council has approved and adopted a code of corporate governance, which is consistent with the principles of the CIPFA/SOLACE Framework Delivering Good Governance in Local Government. A copy of the code is on the Council's website. This statement explains how the Council has complied with the code and also meets the requirements of regulation 4(4) of the Accounts and Audit (Amendment) (England) Regulations 2006 in relation to the publication of a statement on internal control in accordance with proper practice. Proper practice has been defined as an Annual Governance Statement.

2. THE PURPOSE OF THE GOVERNANCE FRAMEWORK

- 2.1 The governance framework comprises the systems, processes, culture and values, by which the authority is directed and controlled together with activities through which it accounts to, engages with and leads the community. It enables the authority to monitor the achievement of its strategic objectives and to consider whether those objectives have led to the delivery of appropriate, cost-effective services.
- 2.2 The Council's system of internal control is a significant part of that framework and is designed to manage risk to a reasonable level. It cannot eliminate all risk of failure to achieve policies, aims and objectives and can, therefore, only provide reasonable and not absolute assurance of effectiveness. There is an ongoing process designed to identify and prioritise risks to the achievement of Council policies, aims and objectives, to evaluate the likelihood and impact of those risks being realised and to manage them efficiently, effectively and economically.
- 2.3 The governance framework has been in place at Exeter City Council for the year ended 31 March 2011 and up to the date of approval of the Annual Statement of Accounts. The Council supports the six core principles set out in *The Good Governance Standard for Public Services (2004)* developed by the Independent Commission on Good Governance in Public Services. The following paragraphs describe the arrangements in place to meet the six core principles of effective governance.

3. PRINCIPLE ONE - FOCUSING ON THE PURPOSE OF THE AUTHORITY AND ON OUTCOMES FOR THE COMMUNITY AND CREATING AND IMPLEMENTING A VISION FOR THE LOCAL AREA

3.1 The Council aims to use resources effectively and provide high performing, value for money services that focus on customer needs.

3.2 We have a comprehensive performance management framework that supports the effective monitoring and management of performance. The main elements of our performance management arrangements are summarised below:-

- **The Exeter Vision** is the city's community strategy for the next 20 years. It was written in consultation with key partners in the city. It sets out the priorities for the city.
- The Council's **Strategic Objectives** support the themes of the Exeter Vision. They set out the priorities for the Council. They are reviewed every five years.
- The Council's **Corporate Priorities** are set annually and support the strategic objectives. They set out the priorities for the Council in the forthcoming year.
- Each service undertakes an **annual review of service**, which identifies its key priorities for the forthcoming year. They focus on outcomes and ensure that work is targeted and meaningful. Service plans are created as part of the review and these identify ways of increasing service contribution to corporate priorities such as value for money and excellent customer service.
- Each member of staff has an **Annual Personal Appraisal** where they review performance against targets and set objectives for the forthcoming year. These objectives feed into their service plan and are also grouped under the Council's strategic objectives.
- The availability of quality, timely, accurate and comprehensive performance information is critical for the Council's decision-making process. Performance indicators are used to inform decisions on the allocation of resources and the setting of priorities and targets. They are also used to compare the Council's performance with other councils and to enable external bodies and the public to scrutinise the effectiveness of the various services that are provided. The Council uses a combination of statutory, local and management indicators to monitor performance.
- Directors regularly review performance indicator results and progress against planned actions. These are also reviewed every six months by Scrutiny Committees. The Council uses integrated performance management software to help focus on managing performance as well as reporting on it. Performance information is now available to all officers and Members on a quarterly basis.
- Finally, the website and the Exeter Citizen are used to communicate performance to the public. A summary of our key achievements and overall performance is distributed to all households in Exeter.

3.3 A range of financial management measures are in place to ensure the effective use and management of resources including: -

- A medium-term financial plan covering both revenue and capital spend which provides a framework for the planning and monitoring of resource requirements.

- A Capital Strategy that aims to ensure that investment is linked to Strategic Objectives. Bids for capital and other asset management funding require an effective 'business case' linked to Strategic Objectives, and progress in delivering projects is formally monitored by Councillors and Directorate Management Teams.
- Financial stewardship is reported to Councillors quarterly, and is considered regularly by Directorate Management Teams. This is supported by an established budget monitoring process by managers and Accountancy staff.
- Standing Orders and Financial Regulations contained within the Council's Constitution set out the overall framework that governs the management of the Council's finances.

3.4 The Council operates a complaints procedure and uses this to identify areas where service quality is not satisfactory, and to take action to improve.

4. PRINCIPLE TWO - MEMBERS AND OFFICERS WORKING TOGETHER TO ACHIEVE A COMMON PURPOSE WITH CLEARLY DEFINED FUNCTIONS AND ROLES

4.1 The Council aims to ensure that the roles and responsibilities for governance are defined and allocated so that accountability for decisions made and actions taken are clear. This is contained in the Council's Constitution which sets out how the Council operates and how decisions are made. In particular it sets out a clear statement of the roles of committees, the full council, members and senior officers.

4.2 The Constitution also includes a Member/Officer Protocol which describes and regulates the way in which Members and Officers should interact to work effectively together.

4.3 All Committees have clear terms of reference and work programmes to set out their roles and responsibilities. The Resources Scrutiny Committee provides assurance to the Council on the effectiveness of the governance arrangements, risk management and internal control arrangements.

4.4 The Council's Chief Executive (and Head of Paid Service) leads the Council's officers and chairs the Strategic Management Team.

4.5 The Head of Treasury Services, as the s151 Officer, carries overall responsibility for the financial administration of the City Council.

4.6 The Monitoring Officer (the Head of Legal Services) carries overall responsibility for regulatory compliance.

4.7 When working in partnership the Council will ensure that:-

- Members are clear about their roles and responsibilities both individually and collectively in relation to the partnership and to the Council
- Representatives understand and make clear to all other partners the extent of their authority to bind their organisation to partner decisions.

5. PRINCIPLE THREE - PROMOTING VALUES FOR THE AUTHORITY AND DEMONSTRATING THE VALUES OF GOOD GOVERNANCE THROUGH UPHOLDING HIGH STANDARDS OF CONDUCT AND BEHAVIOUR

5.1 To ensure that members and officers exemplify good standards of behaviour the Council has in place appropriate codes of conduct. These clearly set out the standards of conduct and

personal behaviour expected of members and officers. In particular, the codes put in place arrangements to ensure that members and officers of the Council are not influenced by prejudice, bias or conflicts of interest in dealing with different stakeholders.

5.2 The Council takes fraud, corruption and maladministration very seriously and has in place the following which aim to prevent or deal with such occurrences: -

- Anti-fraud and Anti-corruption Strategy
- Whistle Blowing Policy
- Human Resources Policies and Procedures regarding the disciplining of staff involved in such occurrences
- Fraud reporting facility on the website

5.3 The Council has a Standards Committee to advise the City Council on the adoption of Codes of Conduct with the aim of promoting and maintaining high standards of conduct by members and officers and the subsequent monitoring and updating of the codes.

5.4 The Council has a complaints procedure in place to receive and investigate any complaints that are made.

6. PRINCIPLE FOUR - TAKING INFORMED AND TRANSPARENT DECISIONS WHICH ARE SUBJECT TO EFFECTIVE SCRUTINY AND MANAGING RISK

6.1 The Council's Constitution sets out how the Council operates and the processes for policy and decision making.

6.2 The full Council, comprising 40 Members, meets several times each year to decide the Council's overall policies and set the budget. In addition to recommending major strategies to the Council, the Executive is responsible for the most significant and day to day decisions which are not delegated to officers. There are three committees which scrutinise the work of the Executive and the Council as a whole. They consider issues and review services within their remit and make recommendations to the Executive and the Council on its policies, budget and service delivery issues. Scrutiny Committees also monitor the decisions of the Executive and can in certain circumstances "call-in" a decision which has been made but not yet implemented.

6.3 The Forward Plan, which is published on a monthly basis, identifies key decisions which are likely to be made, either by the Executive or the Council, in the following four month period.

6.4 Other decisions are made by officers under delegated powers. The list of decisions made by officers in consultation with portfolio holders is maintained by Member Services, to whom completed delegated powers forms are sent. The decisions are also recorded on the Council's intranet. A record of delegated decisions in relation to staffing matters is maintained by Human Resources.

6.5 Policies and procedures governing the Council's operations include:-

- Financial Regulations and Standing Orders
- Data Protection
- Corporate Procurement
- Risk Management
- Freedom of Information
- Business Continuity

- 6.6 Internal Audit is an independent appraisal function that reviews all of the Council's activities, both financial and non-financial. Internal Audit provides a service to the whole Council in order to provide assurance on the arrangements for risk management, internal control and corporate governance, and to provide advice to support achievement of best practice.
- 6.7 Exeter City Council is committed to the effective management of risk at every level within the Council. A Risk Management Policy has been established that states the Council's objectives, approach, procedures and responsibilities. To support the policy, risk management procedures have been produced that explain how the Council's risk management process works. The procedures show the various documents used, and explain how the risk analysis form should be completed. The Council's risk management process is audited on a regular basis by its Internal Auditors using the enhanced systems based auditing approach they devised.
- 6.8 The Council maintains a corporate risk register but for reporting purposes it also maintains a summary risk register that does not include the 'low' risk ratings. Its purpose is for reporting half-yearly to the Scrutiny Committee - Resources the 'High' and 'Medium' risks, mitigating actions agreed and taken, etc. so that risk management progress can be monitored. Reports are also made to the Executive and the other two Scrutiny Committees on an annual basis.
- 6.9 Financial management processes and procedures are set out in the City Council's Financial Regulations and include the following:-
- Financial Management Responsibilities
 - Financial Planning
 - Control of Expenditure and Income
 - Banking Arrangements
 - Disposal of Assets
 - Insurance
 - Orders and Payment for Goods, Work or Services

7. PRINCIPLE FIVE - DEVELOPING THE CAPACITY AND CAPABILITY OF MEMBERS AND OFFICERS

- 7.1 The Council aims to ensure that members and officers of the Council have the skills, knowledge and capacity they need to discharge their responsibilities and recognises the value of well trained and competent people in effective service delivery. All new members and officers undertake an induction to familiarise them with the policies, procedures, values and aims of the Council. The Council has also signed up to the South West Charter for elected Member Development.
- 7.2 There is a Councillor Development Framework which broadly outlines the skills and knowledge required by Councillors to perform their different roles and provides an indication of how they might carry them out effectively. It is not intended to be exhaustive or prescriptive but to provide a structure for officers to develop learning & development programmes and act as a prompt for new and existing Councillors to identify areas where they need support. This support could be in the form of information, training, facilitated workshops, coaching and mentoring, or opportunities to learn from observation. The framework is designed to be flexible, so that Councillors can work with officers to identify the most effective methods to meet learning development needs.
- 7.3 The Council has also developed its own Councillors' Information Portal. This gives members access via the intranet to a wide range of information on a range of key topics.

7.4 The Council recognises that the quality of the services provided by the Council depends on the quality of its employees. The Appraisal and Development Scheme is the way in which employees and their managers can identify their training and development needs and one way in which managers can talk to their staff about their work and the work of the Council.

7.5 A full programme of training and development is available to all managers to provide them with the understanding, knowledge and skills to carry out their managerial responsibilities effectively. This is managed centrally to achieve cost savings while enhancing equality of opportunity of accessing resources.

8. PRINCIPLE SIX - ENGAGING WITH LOCAL PEOPLE AND OTHER STAKEHOLDERS TO ENSURE ROBUST PUBLIC ACCOUNTABILITY

8.1 As a community leader the City Council works with numerous partners to contribute to the overall quality of life in the city, but it is also concerned with providing the highest quality public services and the widest access to those services. Individual services are continuously assessing service levels and making improvements in line with legislative requirements and customer feedback.

8.2 The Council has a continuous programme of consultation and engagement with its residents and communities which informs its activity. A range of methods are employed to ensure that it hears the views of all our residents. These include:

- Wavelength - a citizens' panel which is made up of 1000 people representing all sections of the community.
- Community Forums – these give all citizens the chance to talk to the Council and partner agencies about issues that concern them.
- Surveys – used to obtain detailed feedback about services.
- Focus groups – used to obtain detailed feedback about services.
- Exhibitions and roadshows – used to launch new ideas and initiatives.

9. REVIEW OF EFFECTIVENESS

9.1 The City Council has responsibility for conducting, at least annually, a review of the effectiveness of its governance framework including the system of internal control. The review of effectiveness is informed by managers within the Council who have responsibility for the development and maintenance of the governance environment, the work of the internal auditors and also by comments made by the external auditors and other review agencies and inspectorates.

9.2 The processes for maintaining and reviewing the effectiveness of the governance framework are: -

- Executive is responsible for considering overall financial and performance management and receives comprehensive reports throughout the year.
- Scrutiny Committee Resources monitors the overall financial performance of the Council and also discharges the functions of an audit committee including monitoring the effectiveness of risk management. Risk management reports and financial stewardship

reports are also presented to both Scrutiny Committee Economy and Scrutiny Committee Community as appropriate.

- Annual reviews of the Council's key financial and non financial systems by Internal Audit against known and evolving risks
- Cyclical reviews by Internal Audit of internal controls in operation within each service area against known and evolving risks
- Annual service planning to align service development against Strategic Objectives
- The Monitoring Officer provides assurance that the Council has complied with its statutory and regulatory obligations
- Half-yearly reports to the Council's Scrutiny Committee - Resources on the work of and recommendations made by the Internal and the External Auditors
- Annual reviews of the Council's financial accounts and records by the External Auditors leading to their opinion as published in the year-end statements
- Ongoing reviews of strategic and operational risks in each service area and the conduct of risk analysis and management in respect of major projects undertaken by the Council
- Reviews and, where appropriate, update of the Council's Financial Regulations and Standing Orders

10. SIGNIFICANT GOVERNANCE ISSUES

10.1 The following steps have been undertaken during the year to further improve our Corporate Governance Arrangements: -

- Reviewed and changed the Council's Constitution to reflect the new Strong Leader with Executive model.
- Completed an enhanced budget consultation exercise to identify spending priorities.
- Complied with the Government's request to provide financial transparency by publishing spending information over £500 online.
- Reviewed our consultation and engagement practices across the council and have developed an action plan to look at additional ways to provide more support and training to services, work more collaboratively with the community and voluntary sector, celebrate learning and best practice, and engage citizens through online media.
- Successfully completed the first stage of the South West Charter for Elected Member Development. Personal development discussions have begun with individual councillors to assist them in identifying their own development needs to enable them to fulfil their roles as councillors effectively. The Council has also formally signed up to the IDeA Supporting Councillors Declaration, confirming its commitment to follow best practice in the support offered to councillors.
- Addressed recommendations made by the Council's external auditors in their Annual Audit and Inspection Report and other reports as appropriate
- Reviewed the areas for improvement identified in the annual assurance statement by the Head of Internal Audit namely:-

Risk Management – the roll-out programme has continued to roll out risk management to each of the Council’s services in order to embed risk management throughout the Council.

Reduction in Government Funding and Cuts to Services – Highlighted the need to ensure that systems of internal control including separation of duties are not compromised by reductions in staffing resources.

As a result of a review of our overall arrangements, the following have been identified as actions over the coming year: -

- Review the Council’s corporate priorities following the new organisational structure.
- Revise the performance framework.
- Further development of the open data website in line with the Government’s transparency agenda.
- Address recommendations made by the Council’s external auditors.

11. CERTIFICATION

We propose over the coming year to take steps to address the above matters to further enhance our governance arrangements. We are satisfied that these steps will address the need for improvements that were identified in our review of effectiveness and will monitor their implementation and operation as part of our next annual review.

Signed:

Signed:

Date:

Date:

Chief Executive

Leader of the Council

EXETER CITY COUNCIL

EXECUTIVE
5 JULY 2011

JOHN LEWIS STORE – IMPLICATIONS FOR CITY CENTRE TRANSPORT MANAGEMENT

1.0 PURPOSE OF REPORT

- 1.1 This report is to inform Members of transport implications arising out of the decision by John Lewis to open a store in the former Debenhams building, 1-11 Sidwell Street and to seek members support for extending the current one-way system in Paris Street into new North Road.

2.0 BACKGROUND

- 2.1 The store at 1-11 Sidwell Street has been vacant since Debenhams relocated to the then-new Princesshay development. John Lewis Partnership is now preparing to open a store in the building in 2012. This is a very significant development for the City and has been widely welcomed as demonstrating confidence in Exeter by a major retailer.
- 2.2 The introduction of a popular retailer like John Lewis will undoubtedly be a significant attraction for shoppers at the northern end of the city centre. The number of journeys by all modes of transport is expected to increase, and journey patterns are likely to change.
- 2.3 Particular issues arising out of this are:-
- The need to create a safe and attractive environment for an increased number of pedestrians walking to and from Sidwell Street, and therefore crossing all arms of the signal-controlled crossing in London Inn Square.
 - The need to accommodate car-borne shoppers heading for the new store, and to attract them to the most appropriate car park, without compromising the above objective.
 - The need to maintain convenient public transport connections to this part of the city centre, and to encourage visitors to the new store to use these wherever practical.
 - The need to maintain safe and efficient operation of the road network for other users.
- 2.4 Members will be aware of the work carried out by Exeter Highways and Traffic Orders Committee and Devon County Council assessing whether the Highway Authority should reinstate two-way traffic in Paris Street. This work followed a request from the City Council to reinstate two-way traffic in Paris Street. Following a consultation exercise early last year, including taking representation from City Council members and officers, the County Council in July 2010 resolved no alteration be made to the traffic management arrangements at the present time.
- 2.5 In February 2010 Executive approved a number of measures to reduce carbon emissions including measures to make a pleasant pedestrianised city centre with more public spaces and efficient public transport system. Members considered

proposals that involved the creation of a traffic free London Inn Square and recognised that it was important for a city centre vision to provide a context for individual initiatives, such as the treatment of Paris Street, and resolved that a joint ECC/DCC city centre transportation strategy to be prepared. The draft 'A City Centre Vision for a Green Capital' was considered by Scrutiny Committee on the 9th June and Executive on the 21st June. A number of principles relate to the issue of prioritising pedestrians in the city centre and discouraging cross town traffic. These initiatives have identified a desire to make the City Centre more attractive to pedestrians, to encourage public transport and to tackle cross town traffic. The practicality of delivering on these principles is challenging and will require choices to be made. The John Lewis announcement has given urgency to the matter.

3.0 PEDESTRIANS

- 3.1 The Exeter City Centre Transport Study, produced by Devon County Council and its consultants in January 2011, identified walking as the mode of travel for about a quarter of shopping trips to the city centre. It was also identified as the most popular mode of travel for journeys to the city centre originating within the city boundary. In addition, it should be remembered that everyone arriving in the city centre by other means is effectively a pedestrian in the sense that they will walk once they arrive there, with the exception of a small number prevented from doing so by a disability.
- 3.2 Of all the road crossings surveyed, the London Inn Square junction saw the highest number of crossing movements undertaken by pedestrians. During a twelve hour period on a weekday, 21,790 pedestrians were counted, being more than double the number of vehicles passing through this junction. The north crossing (New North Road) was used by more pedestrians than the south crossing (Paris Street) and the opening of the John Lewis store appears likely to increase this trend.
- 3.3 The importance of providing a safe and attractive environment for pedestrians crossing at this location has been recognised in the context of proposals to redevelop the bus station site, and is illustrated by these figures. Traffic flow on Paris Street is seen to be a barrier to the successful redevelopment of the Bus and Coach Station site. Land Securities, and other retailing experts, have made it clear that Paris Street with traffic could impact negatively on footfall and this may work against plans to attract investment in the bus station site. Traffic in Paris Street and New North Road separates the city centre. Ideally, therefore, the volume of vehicular traffic using the London Inn Square junction should be reduced as much as possible.

4.0 CARS, CAR PARKING AND SIGNING

- 4.1 Driving was identified as the most popular means (33.3%) of getting to the city centre for shopping, with a further 6.4% of shoppers being dropped off by car. More Saturday visitors (for all purposes) had come by car than was the case during the week (32.0% as opposed to 23.5%).
- 4.2 Most of Exeter's radial routes are full to capacity during the peaks, and Devon County Council's Baseline Traffic Evidence Base Report (February 2011) shows that traffic levels remain relatively high for much of the day. Encouraging more cars into the centre would inevitably add to congestion. However it has to be recognised that the car plays a vital role in getting shoppers and others into the

city centre, and that in many cases there will be no practical alternative. This may be because of the need to carry bulky purchases, or simply because individuals may live somewhere in Exeter's rural hinterland which is not served by public transport.

- 4.3 A transport strategy for the city centre therefore needs to strike a delicate balance. It is essential to encourage use of other travel modes by those for whom that is possible and practical, not least to free up valuable road space for those who have no practical alternative to the car. Coupled with the need to provide an improved pedestrian environment, this presents a significant challenge.
- 4.4 The Exeter Car Parking Study produced in March 2010 by WSP for Exeter City Council showed that for the five city centre car parks surveyed, there was a pronounced draw from a particular catchment, which appeared to correspond to the highway route they were located on or near. So, for example, Broadwalk House car park (most conveniently accessed from the east of the city) drew 24% of its users from each of the Heavitree Road and Pinhoe Road catchments, with only 13% from Cowley Bridge Road.
- 4.5 Conversely, the study does indicate that there is scope for reducing cross city traffic by encouraging more drivers to use a car park which is better related to their route. This could remove, for example, some of the cross city journeys made by the 13% of Broadwalk House car park users or the 14% of Triangle users travelling via Cowley Bridge Road, or the 27% of King William Street car park users travelling via Heavitree Road and Topsham Road combined. (The study excluded Princesshay car park as its scope was limited to ECC's own facilities.)
- 4.6 The extent to which it is possible to reduce cross city traffic looking for somewhere to park will depend on a number of factors that govern drivers' choice of car park:-
 - 4.6.1 The environment and facilities in the individual car park affect its overall attractiveness; therefore King William Street is at a disadvantage compared with car parks with a more inviting environment and/or "Pay on Foot" system of payment (where it is not necessary to predict the length of stay). To increase its relative attractiveness would need considerable investment in refurbishment.
 - 4.6.2 Some drivers are likely to choose their car park according to their destination in the city rather than their approach route; so people aiming for Marks and Spencer will aim for Guildhall, others will aim for Princesshay. Branding could have a part to play here, so for example renaming Broadwalk House and Dix's Field as Princesshay 2 and 3 may encourage drivers to use them rather than queuing for the existing Princesshay car park. Describing King William Street as "for John Lewis" would have the disadvantage of attracting drivers from the east of the city, but would have the positive effect of intercepting more drivers from the north, and the generally beneficial effect (in the case of shoppers heading for John Lewis) of directing drivers straight to where they want to be, via the route we want them to use.
 - 4.6.3 However, evidence suggests that other drivers tend to use the same car park on every visit to the city, regardless of their destination. This means that it is important to put measures in place by the time John Lewis

opens, to ensure that new visitors to the city as a result of the store are directed to our preferred car park.

- 4.6.4 Currently the signage for Dix's Field fails to take into account the extra capacity at weekends (when the Civic Centre spaces are available for general use), which may contribute to its being only 50% full at these times. Rectifying this (if technically possible) and showing the space available as "Princesshay 3" (as suggested above) should have the combined effect of encouraging drivers to use this car park rather than queuing for "Princesshay 1".
- 4.7 Other measures to mitigate queuing for Princesshay car park and the congestion caused by it could include re-aligning traffic lanes and islands in lower Paris Street, or removing the outbound bus lane to allow two traffic lanes plus a cycle lane inbound.

TRAFFIC MANAGEMENT

- 4.8 The issue of Paris Street was considered by Exeter Highways and Traffic Orders Committee (HATOC) and Devon County Council's Cabinet in July and September 2010. HATOC heard evidence from ECC councillors and officers, DCC officers, and representatives of pedestrian, cycling and disability groups, the Chamber of Commerce and Industry, and Stagecoach. HATOC recommended and Cabinet agreed to maintain the current system of one-way working but to keep the issue under review, dependent on progress with development in the area. The anticipated opening of the John Lewis store makes it necessary to address the issue again, with the need to improve the environment for pedestrians taking a high priority. Closure of Paris Street altogether, with the exception of buses and cycles, would improve this environment significantly, but would be challenging and this is not proposed.
- 4.9 The closure of Paris Street to eastbound traffic has been unpopular with some, but the traffic congestion in Sidwell Street and Cheeke Street which prompted much of the original criticism appears to have been resolved by various mitigation measures subsequently introduced. These include the relocation of Sidwell Street bus stops further from the Paris Street junction, and the ending of the use of Cheeke Street bus stops for driver changeovers. However, some problems are still experienced in Sidwell Street, which notably suffers from a poor accident record, particularly involving accidents to pedestrians. Some 30% of the traffic which previously used Paris Street westbound has dispersed over such a wide variety of alternative routes as to be unidentifiable, and it ought to be possible to remove westbound traffic in a similar manner if appropriate mitigation were put in place.
- 4.10 A proposed next step is to retain the one way system in Paris Street but to extend it into New North Road up to the junction Longbrook Street. Buses and taxis would be able to enter into Sidwell Street from Paris Street but eastbound traffic would be precluded from entering New North Road beyond Longbrook Street junction. This would increase the pedestrian space that would be provided immediately in front of John Lewis as a consequence of reducing new North Road to a one way road. The impact of extending the footway is to reduce the impact of the road.

- 4.11 Any changes to the traffic management arrangements would have consequences for surrounding junctions that will need to be addressed. Key junctions to be considered in relation to changes to traffic movement includes: London Inn Square; New North Road/Longbrook Street; York Road/King William Street; and Sidwell Street/Summerland St and York Road. The County Council's consultants are preparing initial designs for these junctions and one would expect significant changes will be required to traffic orders and signing. Alternative bus routes for buses from Crediton and Tiverton would need to be agreed.
- 4.12 Bus comes a close second to driving a car as the favoured mode of travel to the city centre for shopping trips (29.3% as opposed to 33.3%). It is the most popular mode for journeys to work (39.8%). It is the country services, and the Sowton and Honiton Road park and ride buses, that are of particular relevance to this report, in view of their use of Paris Street and turning movements at London Inn Square. Several country routes use Sidwell Street northbound, either on their journey to or from the bus station. The park and ride services need to retain a central pick up and set down point to maintain their attractiveness, which means that their current circuit via Paris Street and Sidwell Street, and stops in Paris Street, need to remain for the time being.
- 4.13 Should the County Council support a change to the traffic management arrangements it would prepare more detailed plans to demonstrate how the proposed improvements would work and would identify potential locations for bus stops and taxis ranks etc. Whilst this detailed work is already in preparation, given the City Council previous resolution on Paris Street it is important that Executive gives a clear indication in principle of its support for extending the one way system.

5.0 FINANCIAL IMPLICATIONS

- 5.1 At present the City Council has approved £218,300 from the capital programme towards the enhancement scheme for Sidwell Street. This scheme proposes replacing current paving with granite to match the High Street. The works do not extend into the highway. A more extensive enhancement scheme would be more costly. The City Centre capital programme (Including the funding committed for Sidwell Street) has potentially £685,000 available for the years 2011/12 - 2012/13 which could be allocated to these proposed works. Initial estimate of the cost of work is that it would be in the region of £1 million. This would include the cost for works to London Inn Square plus works to junctions and signage on wider network. In the past the County Council has been in a position to match fund capital works in the City Centre; Whilst the County Council's budget pressures are likely to preclude funding at this level, it is suggested that a contribution be requested.

6.0 CONCLUSION

- 6.1 The opening of the John Lewis store will be a significant draw to shoppers, and the city's transport systems need to be able to cope with it from the day the store opens. John Lewis Partnership and Land Securities have identified the current road dominated junction as a physical barrier to the successful integration of the John Lewis into the wider City Centre. It is in the wider interests of the city centre traders that shoppers attracted to John Lewis are encouraged to explore the whole of the City centre. The immediate concern is to reduce through traffic and to increase the width of the paved area in front of the store. In the longer term a successful redevelopment of the bus and coach station site will require greater

pedestrianisation and integration of both sites of Paris Street. An extension of the One Way system in Paris Street together with improved signing of car parks is proposed as part of a package of measures to support the opening of the store.

7.0 RECOMMENDATION

It is recommended that:

- (i) Executive support in principle reducing traffic flow and pedestrian/vehicular conflict outside the new John Lewis store by simplifying traffic movements and increasing the footway area;
- (ii) Executive request Devon County Council and the Exeter Highways and Traffic Orders Committee give positive consideration to the proposal to reduce traffic flow and pedestrian/vehicular conflict outside the new John Lewis store and promote the necessary traffic orders including consultation as appropriate

**KARIME HASSAN
DIRECTOR ECONOMY AND DEVELOPMENT DIRECTORATE**

ECONOMY AND DEVELOPMENT DIRECTORATE

Local Government Act 1972 (as amended)

Background papers used in compiling this report:-

Exeter City Centre Transport Study – Jacobs for DCC, January 2011

Baseline Traffic Evidence Base Report – DCC, February 2011

Exeter Car Parking Study – WSP for ECC, March 2010

EXETER CITY COUNCIL

EXECUTIVE
5 JULY 2011

FURTHER INVESTMENT IN KING WILLIAM STREET CAR PARK

1.0 PURPOSE OF REPORT

- 1.1 To seek a decision from Members regarding further investment in the refurbishment and upgrading of King William Street car park.

2.0 BACKGROUND

- 2.1 The context of this report is the planned opening of a John Lewis store in 2012 on the site of the former Debenhams building. This will significantly enhance Exeter's retail 'offer' and is likely to lead to a substantial boost to the local economy and an increase in visitors to the city. This presents a strategic opportunity for the Council to review the business case for investment in some of its core assets in order to capitalise on the projected increase in economic activity.
- 2.2 King William Street car park is currently relatively poorly used. This is for a number of reasons, but principally because of its perceived convenience: it is not as close to major shopping attractions as other car parks (especially the NCP-managed Princesshay car park, which frequently operates at or near capacity) and lacks a 'pay on foot' payment system, which is very popular with both shoppers and traders.
- 2.3 King William Street is ideally situated for the planned John Lewis store and has the potential to be the car park of choice for those visiting the store. Its ability to capitalise on this is however constrained by its appearance, perceived lack of security (it is without effective CCTV coverage) and lack of a customer-friendly payment system. Notwithstanding recent capital investment in the car park, which focused on repainting, essential repairs and upgraded lighting, the facility would clearly benefit from further investment in key areas. Such investment would enable the car park to take full financial advantage of its location.
- 2.4 In her report to Economy Scrutiny Committee on 9 June 2011, the Portfolio Holder for Economy & Tourism highlighted as a key priority the need for public realm improvements to support the opening of John Lewis in the city. This proposal fully meets that priority. In bringing forward the proposal, officers are well aware of the present financial pressures facing the Council, especially in relation to the capital programme, and it is clearly for Members to decide how best to allocate limited resources. The purpose of this report is therefore to alert Members to the fact that there is a strategic opportunity here that would benefit from political consideration.

3.0 BUSINESS CASE

- 3.1 The Council's Engineering & Construction team have costed the full refurbishment of King William Street car park at £900,000. This includes deck repairs and the installation of the same high quality deck coverings as in Guildhall

car park; a pay on foot payment system; comprehensive CCTV coverage; upgraded signage; and various structural repair and cosmetic works. The estimated period for works on site would be five months, commencing in January 2012 following a tender process and the appointment of a contractor. This time frame enables the project to be completed in advance of the earliest possible opening of John Lewis.

- 3.2 The basis of the business case for the project is the projected increase in income which a comprehensive refurbishment would generate. The benchmark for comparison is Guildhall car park, which was itself refurbished in 2007 and is the Council's premium car park. King William Street currently has 55% more spaces than Guildhall car park (700 compared to 450), but less than 60% of Guildhall's users. Overall income from King William Street is, on average, 39% of the income generated from Guildhall, which is substantially the smaller car park. There is, therefore, prima facie scope to generate significant additional income from an upgraded facility in King William Street.
- 3.3 Officers' working assumption is that, following any refurbishment, tariff levels at King William Street would increase to the same level as Guildhall, reflecting its status as another premium car park. If occupancy levels at King William Street rose to the current levels at Guildhall, and making the further assumption that some of this increase in occupancy would be at the expense of Guildhall and other car parks (i.e. custom would simply transfer rather than represent additional income), officers believe there is the potential for an overall net increase in parking income of £500,000 per year. On this basis, the payback period for a full refurbishment project would be two years. There is, however, the need for considerable caution in predicting levels of parking income given the uncertain prospects for the wider economy over the next two to three years. In recognition of this, and notwithstanding the substantial positive impact the proposed John Lewis store is likely to have on the city economy, a more prudent assumption would be that the payback period would extend to three or four years.
- 3.4 Members are asked to give consideration to approving capital expenditure of up to £900,000 on the refurbishment of King William Street car park. Members should note that the proposal relates to the multi-storey car park only and that, as part of ongoing discussions with John Lewis, it may be mutually advantageous for this car park to be renamed. The two other parts of the King William Street 'complex' – the annexe and Leighton Terrace – will remain in their current form as pay & display car parks with the existing tariff structures, thus offering customers a range of parking options.
- 3.5 One option for Members would clearly be to approve expenditure for a partial refurbishment only, for example for a pay on foot system, upgraded CCTV and associated electrical and engineering works. While this would reduce upfront capital costs, it may also limit the ability to increase tariffs to Guildhall levels, thus potentially inhibiting income generation in the longer term.

4.0 FINANCIAL IMPLICATIONS

- 4.1 The full cost of refurbishing the car park can be treated as capital expenditure. The funding of this capital expenditure will, however, have to be met by the use of borrowing which does have a resultant impact upon the Council's revenue budget. The additional annual revenue costs arising from borrowing £900,000 to fund this expenditure are currently estimated to be £50,000.

4.2 The business case presented in this report indicates that the additional revenue costs of borrowing will be more than met by the additional car parking income arising from this investment proposal.

4.3 On the basis of the information provided, the S151 officer is reasonably reassured that that the financial projections outlined in this report can be achieved.

5.0 RECOMMENDATION

That Members decide whether to approve investment of up to £900,000 in King William Street car park and agree to the potential renaming of the car park.

ROGER COOMBES
HEAD OF OPERATIONAL SERVICES & TRANSPORT

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

**EXECUTIVE
5 JULY 2011**

**SUPPLEMENTARY PLANNING DOCUMENT
HOUSES IN MULTIPLE OCCUPATION (INCLUDING CLASS C4 USES)**

1 PURPOSE OF REPORT

- 1.1 The purpose of this report is to consider the results of public consultation on a draft Houses in Multiple Occupation Supplementary Planning Document for adoption.

2 BACKGROUND

- 2.1 In March 2011, Planning Member Working Group agreed a draft SPD for public consultation. The purpose of the SPD is to amplify the application of policy H5 (b) of the Exeter Local Plan relating to imbalance in local communities as a result of over concentrations of certain types of residential accommodation such as shared student houses.

3 UPDATED DATA

- 3.1 The Council's proposed policy judges imbalance by reference to the proportion of properties in areas that are exempt from Council Tax due to entire occupation by full time students. The draft SPD used data based on May 2010. This data has been updated to May 2011. Appendix A includes updated data for the streets within and excluded from the Article 4 Direction, by ward.
- 3.2 The number of Council Tax exemptions has increased from 1,930 at May 2010 to about 2,417 at May 2011. The main reason for this significant increase is that purpose-built private sector student accommodation, such as the development at Birks Hall and by Opal on Cowley Bridge Road, now appear on the Valuation List. Officers need to further investigate the treatment of some schemes on the Valuation List, in particular, why some do not appear as 'exempt'.
- 3.3 Previous reports to Council have measured the number of Council Tax exemptions against the estimated dwelling stock at August 2008 that was calculated from address points on the Council's geographic information system. The opportunity has been taken to recalculate properties using total homes on the Valuation List. This eliminates some under-counting, particularly of converted flats, in the original source. This was greatest in St David's ward.
- 3.4 The updated data shows that there has been a general upward drift in the proportion of exemptions (43 roads up, 14 down, 8 the same). Within the main ward sub areas the new figures are (a plan is available at the meeting).

St James	(exc nine streets excluded from Article 4)	21.4%
	(the nine streets)	70.7%
	Total St James	29.1%
Polsloe	(area subject to immediate proposed restriction)	25.0%
Newtown	(area subject to immediate proposed restriction)	27.7%

Areas proposed to be subject to restriction on reaching 20%:		
Newtown	(around Belmont)	12.0%
Newtown	(around Archibald Road)	13.6%
Pennsylvania	(southern part)	13.9%
Duryard	(around King Edward Street)	21.9%
St David's	(northern part)	13.0%

- 3.5 The small area around King Edward Street was below 20% and is now above the threshold, so it is proposed that this area be subject to the immediate restriction ('a pink area').

4 PUBLIC CONSULTATION

- 4.1 Details of the public consultation will be in an accompanying Consultation Statement Appendix B which includes an analysis of responses by address.

- 4.2 The Council received 157 representations from individuals, 6 from organisations and 8 petitions.

- 4.3 86 representations were in support of the draft SPD and 13 were objections. 55 people commented on the need for some form of system of exemption to avoid people becoming trapped in unsaleable homes, 3 respondents objected to any system of exemptions.

- 4.4 There are two main factors to the geographic pattern of representations:

- Residents in the area from West Avenue westwards to Velwell Road were generally in favour with 40 representations in support and only 1 objection.
- In Prospect Park, Well Street/Oxford Road and Monks Road, there were a significant number of representations (51) seeking a system of exemptions, there were also 12 comments in support and 2 objections to the SPD.

- 4.5 There were 8 petitions. 7 were from the general Elm Grove/Velwell Road/Devonshire Place/Thornton West areas, with 228 signatures supporting the proposed SPD. A petition from Well Street comprising 36 duplicated letters sought the treatment of the area as an exemption.

- 4.6 There were 6 representations from organisations. The Powderham Crescent Residents' Association, Exeter Community Trust and St David's Neighbourhood Partnership supported the principles of the SPD. The University of Exeter asked a series of questions. The University of Exeter Student's Guild and National Residential Landlords Association opposed the proposals.

5 MAIN ISSUES

- 5.1 The following issues were raised in a number of representations:

- That the threshold of 20% was too high and restrictions should apply from a lower level.
- A belief that the Council Tax exemptions meant that property owners were not making a fair financial contribution to the community.
- Concern that the Council had been slow to take the initiative.
- The restrictions should also apply to purpose-built student accommodation rather than such schemes being considered on their merit.

5.2 The use of the full Council Tax database, that includes private sector purpose-built student accommodation, does now mean that much of this accommodation is considered as part of the data that informs the policy approach albeit the SPD would not apply to new proposals.

The issue of exemptions for people whose property may become unsaleable
5.3 This issue is the most significant raised by the consultation featuring in 55 letters and a petition. PMWG and Executive previously expressed a view that it would be inappropriate to set out the 'existence of any exemptions' since they would become the norm.

5.4 The representations raise five themes in relation to exemptions:

- (i) There should be an exemption where both adjoining properties are exempt from Council Tax.

Response: Officers have modelled this in the three main locations where residents raised it: Prospect Park, Monks Road and Well Street. About 120 properties are currently Council Tax exempt in these streets. A further 30 might qualify as exemptions. Together with the exemption already made by excluding the nine streets with over 50% HMOs from the Article 4 Direction (where a further 100 HMOs could be accommodated), the cumulative effect would be to significantly reduce the effectiveness of controlling HMOs in the wider areas.

- (ii) Some form of clause related to when properties become unsaleable.

Response: It would be very difficult to effectively police any system where residents might, for example, claim their property had been on the market but not sold in say a year. Much would depend upon the asking price, effort of the marketing and the preparedness of the vendor to consider offers.

- (iii) Consideration of the long term nature of residents.

Response: An owner's length of residence is not a material planning consideration. To consider such a factor would be unlawful.

- (iv) That further streets, in particular in Well Street, should be exempt from the policy because they have over 50% Council Tax exemptions, the criterion that was applied in excluding the nine streets from the Article 4 Direction. Some respondents argue that the proportion in Well Street is masked by the inclusion of various side streets within the previous statistics.

Response: The updated data provides detailed analysis of the proportion of exemptions. The exclusion of further streets would reduce the effectiveness of the overall policy in the wider area. Well Street remains below 50%, a further eight streets are now about 50%, to make all of them exemptions would seriously erode the effectiveness of the proposed policy.

- (v) Some form of case by case basis.

Response: This was originally advocated at the time of the draft SPD. It is proposed to include some additional text in the proposed adopted SPD that provides some examples of how this might apply. A copy of the proposed text is given below.

- Exceptional Circumstances
5.5 PPS1 *The Planning System: General Principles* states (para 21):

'Exceptionally, ... the personal circumstances of an occupier, personal hardship, or the difficulties of businesses which are of value to the welfare of the local community may be material to the consideration of a planning application.... Such arguments will seldom outweigh the more general planning considerations, however.'

They may be some cases where very localised communities are already so imbalanced that the policy objective of protecting a balance is unlikely to be achieved. In these cases owners of Class C3 dwellings may find difficulty in finding a purchaser for continued Class C3 use and may therefore wish to change to Class C4/HMO use. In considering whether to make an exception in such cases to the policy and this SPD guidance the Council will have regard to:

- Local representations in support or objection from those directly affected by the proposal.
- The proximity of existing Class C4 uses, larger HMOs or Council Tax exempt properties where they might be likely to affect the amenities of normal family life (eg if there were such uses on both adjoining sides).
- Any demonstrable difficulty in achieving a satisfactory sale of a property as a Class C3 dwelling.
- Any other circumstances indicating the policy restriction is causing severe personal hardship.

6 PLANNING MEMBER WORKING GROUP

- 6.1 Planning Member Working Group considered this report and the proposed SPD for adoption on 14 June and supported the proposed approach.

7 RECOMMENDATION

- 7.1 That Executive adopts the proposed amendment SPD at Appendix C and agrees the accompanying Consultation Statements at Appendix B.

RICHARD SHORT
HEAD OF PLANNING AND BUILDING CONTROL

ECONOMY AND DEVELOPMENT DIRECTORATE

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

Background papers used in compiling this report:

See list of background papers accompanying draft SPD

File of representations in Planning Services

PROPERTIES EXEMPT FROM COUNCIL TAX – UPDATED TO MAY 2011

WARD/ROAD	Council Tax Exemptions at 31/5/2011	Total Homes at 31/3/2011	% Exempt
ST JAMES			
Union Road, 1-25 odd, 27-73 odd	14	52	26.9
Prospect Park	17	64	26.6
Victoria Road	10	20	50.0
Rosewood Terrace	1	17	5.9
South View Terrace	1	13	7.7
Howell Road, inc Linden Vale, exc the Coach House	24	105	22.9
Pennsylvania Road to 45/82, inc Norwood House	31	137	22.6
Hoopern Street, inc Hoopern Mews	44	94	46.8
Blackall Road	14	91	15.4
Longbrook Street + Isca lofts (15)	41	96	42.7
Queens Crescent	17	29	58.6
York Road	2	14	14.3
Well Street	22	46	47.8
Oxford Road	30	88	34.1
St James Road	8	28	28.6
St James Close	2	10	20.0
York Terrace	6	9	66.7
St Sidwells Avenue	5	35	14.3
Trafalgar Place	2	3	66.7
St James Terrace	2	11	18.2
Brook Green Terrace	3	11	27.3
Clarence Place	0	5	0
Powderham Crescent	16	104	15.4
Leighton Terrace	9	20	45.0
Velwell Road	1	38	2.6
Castle Mount, inc Danes House	0	41	0
Elmgrove Road	0	16	0
New North Road, 1-29, 41A, Molly Hayes Apartments	16	67	23.9
Woodbine Terrace	4	11	36.4
Highcross Road	2	13	15.4
Hillside Avenue	1	15	6.7
Waverley Avenue	2	19	10.6
Pennsylvania Crescent	1	8	12.5
Addington Court, Horseguards	10	45	22.2
Kingstephen Close	0	49	0
The Quadrangle, Horseguards	0	28	0
Montague Rise	0	6	0
Hoopern Lane	0	2	0
Kingsgate, Pennsylvania Road	0	44	0
New Buildings, 2-8	0	7	0
Bridge Cottages, 1-8	1	8	12.5
Old Tiverton Road, 40-55	14	39	35.9
Longbrook Terrace, inc Camilla Ct, Longbrook Ct	3	72	4.2
Devonshire Place	9	34	26.5
York Terrace	6	8	75.0

King William Street	7	43	16.3
Horseguards	6	40	15.0
Lucombe Court, Stadium Way	0	23	0
Acland Terrace	0	6	0
Acland Road	16	61	26.2
Culverland Close	3	25	12.0
Sidwell Street (part 1-96)	9	50	18
West Avenue	0	34	0
Thornton Hill	3	53	5.7
Willow Walk	1	32	3.1
TOTAL	436	2039	21.4
NINE STREETS	268	379	70.7
TOTAL including nine streets	704	2418	29.1
POLSLOE			
Mount Pleasant Road, 31-112, inc St James Court	25	102	24.6
Pinhoe Road, 4-270 even, Watmore Ct	44	218	20.2
Monks Road	82	253	32.4
Polsloe Road, 1-35 all	18	55	32.7
Abbey Road	0	18	0
Priory Road	39	83	47.0
Thurlow Road	2	10	20.0
Elton Road	6	23	26.1
Monkswell Road	19	40	47.5
Kings Road	9	24	37.5
Morley Road	7	20	35.0
Clinton Avenue	9	18	50.0
Abbots Road	5	20	25.0
Jubilee Road	7	26	26.9
St Anne's Road	13	60	21.7
Manston Road	14	72	19.4
Park Road	33	110	30.0
St John's Road	23	64	35.9
Devon Road, inc Tuffery Court	0	12	0
Old Tiverton Road, 56-81	15	44	34.1
Mansfield Road	12	40	30.0
Tresillian Gardens	1	4	25.0
Greyfriars Walk, inc Pilgrim House	7	87	8.0
Whitefriars Walk	0	13	0
Ladysmith Road	6	135	4.4
Commins Road	0	33	0
St Marks Avenue, Collard House	0	1	0
TOTAL	396	1584	25.0
NEWTOWN			
Old Tiverton Road, 85-124, inc St Annes Chapel	20	69	29.0
Mount Pleasant Road, 1-30	12	55	21.8
Iddesleigh Road	9	27	33.3
Herschell Road	7	33	21.2

Salisbury Road	12	41	29.3
Rosebery Road	16	54	29.6
Lucas Avenue	8	32	25.0
Elmside	24	62	38.7
May Street	9	41	22.0
Bartholomew Terrace	0	13	0
Albion Place	1	18	5.6
Toronto Road	7	53	13.2
TOTAL	138	498	27.7
Article 4 Direction and restriction on new homes when area of ward reaches 20%			
NEWTOWN (Main)			
Elmside Close	0	8	0
Blackboy Road, inc Sydenham House and Exeter Trust House (35)	49	187	26.2
Alexandra Terrace	1	20	5.0
Jesmond Road, inc Bourne Court	4	27	14.8
Gordon Road	0	14	0
Clifton Hill, inc Clifton Court	4	62	6.5
Clifton Street	1	52	1.9
Clifton Road, inc Frances Gardens, Belmont Mews	5	75	6.6
Grosvenor Place, inc Cleveland Ct/Gardens	3	62	4.8
Belmont Road	8	79	10.1
Parr Street	0	29	0
Ridgeway Ct, Nichols Way	0	19	0
Chute Street	2	36	5.6
Portland Street	33	111	29.7
Sandford Walk	8	67	11.9
East John Walk	7	52	13.5
Salem Place	0	5	0
Newtown Close	0	27	0
Codrington Street, inc Codrington Ct	3	45	6.7
Albert Street	2	26	7.7
Parr Close	1	22	4.5
Silver Lane, inc Belmont House	0	53	0
Kendall Close	0	24	0
TOTAL	131	1094	12.0
NEWTON WARD (ARCHIBALD ROAD)			
Archibald Road	7	36	19.4
Athelstan Road, 62-83 all	3	24	12.5
Barnfield Road, 19-37 odd	1	21	4.8
TOTAL	11	81	13.6
PENNSYLVANIA			
Union Road, 2-102 even, inc Mitchell	17	73	23.3

House			
Pennsylvania Road, 86-136 even	8	32	25.0
Maryfield Avenue	0	13	0
Lower Kings Avenue	2	47	4.3
Higher Kings Avenue	1	51	2.0
Elmdon Close	0	7	0
Hill Close	0	13	0
Charingthay Gate	0	8	0
Sylvan Road, 1 to 39A (all)	14	51	27.5
Sylvan Avenue, 1b	0	1	0
Pennsylvania Close	0	13	0
Clevedon Close	3	12	25.0
Brodick Close	0	2	0
TOTAL	45	323	13.9
DURYARD			
King Edward Street + King Edward Ct (adjoining Opal/KE Studios) excluded Cooks/Llewelyn Mews not exempt.	11	65	16.9
Cowley Bridge Road, 1-8	5	8	62.5
TOTAL	73	16	21.9
ST DAVID'S			
New North Road (part, inc Atwills Almshouses, Marcus House, Constantine House, Julius House, Augustus House, Bury Meadow Cottage, The Imperial)	73	285	25.6
Queen Street (part – no 1-20 or 74+)	0	2	0
Northernhay Street and Northernhay Square,	2	48	4.2
Lower North Street (inc St Annes Well Brewery, St Annes Well Mews, The Old Bakery, The Courtyard, Northgate Court)	31	62	50.0
Richmond Road, inc Silver Terrace, St Michaels Mews	12	92	13.0
Richmond Court	35	101	34.6
Jubilee Court, Queen Street	0	41	0
Bystock Terrace, inc Redvers Court	6	27	22.2
Queens Terrace, inc Bystock Close	4	23	17.4
Russell Terrace	0	8	0
Little Silver	1	11	9.1
St Davids Terrace	1	13	9.2
St David's Hill (Montpelier Court, North Bridge Place, Windsor Court, Shirehampton House	16	190	8.4
Howell Road	0	1	0
Exe Street, inc Barbican Ct, Bell Ct, Bridge Ct	0	182	0
Napier Terrace	0	13	0
Iron Bridge (inc Bell Court, Bridge Court)	2	12	16.7
Dinham Road	3	19	15.8

Dinham Crescent (inc Dinham Mews)	0	29	0
Mount Dinham	0	44	0
Haldon Road, inc St Lichfields Ct	10	120	7.8
Bonhay Road	20	98	20.5
Looe Road	1	43	2.3
Tavistock Road	1	18	5.5
Kingdom Mews	0	20	0
Telford Road	5	20	25.0
Clayton Road	0	25	0
Brunel Close, Point Exe (59) excluded	0	18	0
Eldertree Gardens	6	21	28.6
St Clements Lane	2	2	100.0
Windsor Close	0	4	0
Taddiford Road	0	17	0
St David's Place/Red Cow Village	1	13	7.7
Northfield Student Scheme	0	97	0
TOTAL	230	1766	13.0
STREETS EXCLUDED FROM ARTICLE 4 DIRECTION			
Culverland Road	36	59	61.0
Danes Road	51	65	78.5
Edgerton Park Road	18	25	72.0
Hillsborough Avenue	18	25	72.0
Mowbray Avenue	11	19	57.9
Old Park Road	11	15	73.3
Springfield Road	39	56	69.6
Victoria Street	76	100	76.0
Wrentham Estate	8	15	53.3
TOTAL	268	379	70.7

EXETER CITY COUNCIL

**HOUSES IN MULTIPLE OCCUPATION (INCLUDING CLASS C4 USES)
CONSULTATION STATEMENT**

1 PRE DRAFT SPD CONSULTATION

- 1.1 Under the Planning and Compulsory Purchase Act 2004 (regulation 17 (1) (b)), it is a requirement to prepare and make available a Statement setting out:
- (i) the names of any persons whom the authority consulted in connection with the preparation of the SPD;
 - (ii) how the persons were consulted;
 - (iii) a summary of the main issues raised in those consultations, and
 - (iv) how these issues have been addressed in the SPD.
- 1.2 The draft SPD has been preceded by a consultation at the end of 2010 on a proposed Article 4 Direction. This proposed to remove permitted development rights to enable the Council to restrict the change of use to Class C4 HMOs. That consultation involved public notices in the Express & Echo, small Exhibitions in the Council offices, Exeter Community Centre, Central Library and Clifton Hill Sports Centre; and letters to all 7,300 homes affected. Officers of the Planning Service have previously met resident groups and associations in the area affected, addressed local PACT meetings, the local Landlords Association and Exeter Estate Agents Association.

2 DRAFT SPD CONSULTATION ARRANGEMENTS

- 2.1 The public consultation period was from 2 April to 14 May.
- 2.2 There was a Public Notice in the Express & Echo on 31 March 2011.
- 2.3 Copies of all the relevant documents were on the Council's website with a link from the front page during the consultation period.
- 2.4 The Council wrote to 810 persons who had provided contact details when they responded to the previous consultation on the Article 4 Direction in November/December 2010. The Council also wrote to the 67 estate agents active in Exeter and other known interest groups (see list at Annex A).
- 2.5 A small manned exhibition was staged at the University of Exeter Students Guild over the lunch times on 3 and 9 May.

3 REPRESENTATIONS

- 3.1 The representations are summarised in the schedule at Annex B and can be inspected by arrangement with Planning Services. The issues are addressed in the report to Planning Member Working Group and Executive on 14 June/5 July.

CONSULTATION – INTEREST GROUPS

Mr R Atkins, Exeter College, Hele Road, EXETER, EX4 4JS

Mr R Cunningham, University of Exeter, Devonshire House, Stocker Road, EXETER, EX4 4PZ

The Manager, St Sidwells Centre, Sidwell Street, EXETER, EX4 6NN

The Manager, Age Concern Exeter, Manaton Court, EXETER, EX2 8PF

The Manager, Age Concern Exeter, 7 Southernhay West, EXETER, EX1 1JG

The Manager, Community Council of Devon, County Hall, EXETER, EX2 4QB

The Manager, Homeless Action Group – Exeter, Palace Gate House, EXETER, EX1 1HX

Devon Racial Equality Council, 15 York Road, EXETER, EX4 6BA

The Manager, Living Options Devon, Isca House, Haven Road, EXETER, EX2 8DS

Cllr N Shiel, Chair, Exeter Senior Council, 4 St Leonards Road, EXETER, EX2 4LA

Rt Hon Ben Bradshaw, MP, Exeter Labour Party, Labour HQ, 26b Clifton Hill, EXETER, EX1 2DJ

PCSO Sara Giles, Devon & Cornwall Police, Heavitree Road Police Station, Heavitree Road, EXETER, Devon

Claire Heale, National Landlords Association, 22-26 Albert Embankment, LONDON, SE1 7TJ

Residential Landlords Association Limited, 1 Roebuck Lane, SALE, Manchester, M33 7SY

Ms Elaine Tottie, Residential Landlords Association Limited, c/o Bury & Walkers LLP, 4 Butts Court, LEEDS, LS1 5JS

Devon County Council, Planning Services, Luccombe House, Topsham Road, EXETER, EX2 4QW

Mr David Stuart, English Heritage, 29 Queen Square, BRISTOL, BS1 4ND

'Oughton, Gareth'; Students' Guild, University of Exeter

'Hugh McCann (h.f.mccann@exeter.ac.uk)'; Director Estate Development, University of Exeter

'steve.bartlett@landlords.org.uk';

Emma.SNOW@devonandcornwall.pnn.police.uk'; 'MarcelVenn@hotmail.com';

info@nationalgypsytravellerfederation.org

EXETER CITY COUNCIL

SUPPLEMENTARY PLANNING DOCUMENT
HOUSES IN MULTIPLE OCCUPATION (INCLUDING CLASS C4 USES)**1 STATUS OF DOCUMENT**

- 1.1 This Supplementary Planning Document was agreed by the Council's Executive on 5 July 2011.

2 BACKGROUND

- 2.1 The University of Exeter has grown significantly in recent years from 11,923 full time equivalent students in 2006/7 to 15,250 at 2010/11 and it expects to reach 18,700 by 2025/6. While a significant and increasing proportion of students live in purpose-built student accommodation, a large number live in shared student houses that are concentrated in certain parts of the City that are close to the University's Campuses. The number of properties in Exeter that are exempt from Council Tax due to entire occupation by full time students has increased from 1,184 in 2006 to 2,417 in May 2011. This includes an increasing number of purpose-built private student cluster flats and studios.
- 2.2 Not all students who live in private houses are in properties that are registered as exempt from Council Tax. There are students who lodge or share with non-students. There are also many houses in multiple occupation that are not occupied by students and small properties of 1 or 2 bedrooms that are Council Tax exempt that are not classified as houses in multiple occupation. Therefore the figures for Council Tax exemptions do not show the whole picture so far as houses in multiple occupation (HMO's) are concerned, but they do provide a useful measure for gauging the growth and distribution of student occupation in private dwellings.

3 PURPOSE OF GUIDANCE

- 3.1 The purpose of the guidance document is to clarify the implementation of Policy H5 (b) of the Exeter Local Plan.
- 3.2 The law requires that planning decisions be in accordance with the development plan unless other material considerations indicate otherwise. The main part of the development plan relevant to student accommodation is criterion (b) of Policy H5 of the adopted Exeter Local Plan. This states:

H5: THE CONVERSION OF DWELLINGS TO FLATS, SELF-CONTAINED BEDSITTERS OR HOUSES IN MULTIPLE OCCUPATION AND THE DEVELOPMENT OF SPECIAL NEEDS OR STUDENT HOUSING WILL BE PERMITTED PROVIDED THAT:

(b) THE PROPOSAL WILL NOT CREATE AN OVER CONCENTRATION OF THE USE IN ANY ONE AREA OF THE CITY WHICH WOULD CHANGE THE CHARACTER OF THE NEIGHBOURHOOD OR CREATE AN IMBALANCE IN THE LOCAL COMMUNITY.

4 SCOPE OF GUIDANCE

- 4.1 The guidance will apply to all planning applications for change of use from homes (Class C3 of the Use Classes Order) to Class C4 (houses in multiple occupation by three to six people) and to 'sui generis' houses in multiple occupation of seven or more occupants, within the areas shown stippled on Plan 1 and potentially within the areas shown striped. In all these areas planning permission will be required for material change of use from Class C3 to Class C4 following the removal of permitted development rights through an Article 4 Direction taking effect in January 2012. The guidance will not apply to purpose-built student accommodation or to nine streets that are not subject to an Article 4 Direction. They are:

Culverland Road
Danes Road
Edgerton Park Road
Hillsborough Avenue
Mowbray Avenue
Old Park Road
Springfield Road
Victoria Street
Wrentham Estate

- 4.2 Further guidance on the need for planning permission for houses in multiple occupation is available on the Council's website at <http://www.exeter.gov.uk/index.aspx?articleid=13208&listid=9485>
- 4.3 The proposed restriction on further houses in multiple occupation will not affect properties that can prove an existing lawful use as a house in multiple occupation.

5 BASIS OF PROPOSED POLICY

- 5.1 With effect from 1 January 2012, the Council is proposing to resist any further changes of use to houses in multiple occupation within the area shown stippled on Plan 1, where the proportion of homes exempt from Council Tax already exceeds 20%. In other words the Council will regard a proportion greater than 20% as an over-concentration of HMO use for the purposes of Policy H5 (b).

Exceptional Circumstances

- 5.2 PPS1 *The Planning System: General Principles* states (para 21):

'Exceptionally, ... the personal circumstances of an occupier, personal hardship, or the difficulties of businesses which are of value to the welfare of the local community may be material to the consideration of a planning application.... Such arguments will seldom outweigh the more general planning considerations, however.'

There may be some cases where very localised communities are already so imbalanced that the policy objective of protecting a balance is unlikely to be achieved. In these cases owners of Class C3 dwellings may find difficulty in finding a purchaser for continued Class C3 use and may therefore wish to change to Class C4/HMO use. In considering whether to make an exception in such cases to the policy and this SPD guidance the Council will have regard to:

- Local representations in support or objection from those directly affected by the proposal.
 - The proximity of existing Class C4 uses, larger HMOs or Council Tax exempt properties where they might be likely to affect the amenities of normal family life (eg if there were such uses on both adjoining sides).
 - Any demonstrable difficulty in achieving a satisfactory sale of a property as a Class C3 dwelling.
 - Any other circumstances indicating the policy restriction is causing severe personal hardship.
- 5.3 If annual monitoring indicates that the proportion of Council Tax exemptions in the areas shown striped on the plan have increased to over 20%, then the restrictions will be applied to those areas. The proportion of existing Council Tax exemptions in these areas is shown on the plan.
- 5.4 This policy has been drafted on the basis of data at May 2011. Data will be updated on an annual basis every May. The proportions have been calculated on the basis of areas that respect ward boundaries.

6 FURTHER INFORMATION

- 6.1 Annex 1 is a chronology listing events and the background documents on the Council's website that relate to the issue.
- 6.2 Anyone wishing to discuss the issues or seek further information should contact planning@exeter.gov.uk or telephone 01392 265223.

7 PUBLIC CONSULTATION

- 7.1 A copy of a Consultation Statement is available on the Council's website.

RICHARD SHORT
HEAD OF PLANNING AND BUILDING CONTROL

**CHRONOLOGY AND BACKGROUND DOCUMENTS RELATING TO UNIVERSITY OF
EXETER STUDENT ACCOMMODATION ISSUES**

DATE	DOCUMENT AND DESCRIPTION
Dec 2006	<p>Report to Planning Committee on University of Exeter Supplementary Planning Guidance. This report proposes to agree 9 principles for public consultation and adoption as supplementary planning guidance on future development of University of Exeter related facilities.</p> <p>It attaches a report that was considered by the Council's Planning Member Working Group in November 2006 on the University of Exeter's proposed Estates Strategy 2006-2016 that identifies the significant scale of future potential expansion and related residential accommodation and car parking issues.</p> <p>Planning Committee Report on draft SPG Report on draft SPG.</p> <p>http://committees.exeter.gov.uk/Data/Planning%20Committee/20061211/Agenda/\$Item%2004a.doc.pdf</p> <p>PMWG report 28 November 2006 Report on Estates Strategy</p> <p>http://s-civ-wap01:9071/Data/Planning%20Committee/20061211/Agenda/\$Item%2004a.doc.pdf</p>
June 2007	<p>University of Exeter Related Development Supplementary Planning Guidance. The adopted nine principles SPG. These include support for expansion of the University subject to 75% of additional students being accommodated in purpose built accommodation</p> <p>Adopted SPG</p> <p>http://exeter.gov.uk/CHttpHandler.ashx?id=7530&p=0</p> <p>Executive report Explains the consultation process and response to comments upon the consultation draft</p> <p>http://committees.exeter.gov.uk/mgConvert2PDF.aspx?ID=1239</p>
June 2007	<p>PMWG report on proposed students in residential areas SPG. Proposes draft supplementary planning guidance on Student Accommodation in Residential Areas</p> <p>http://s-civ-wap01:9071/mgConvert2PDF.aspx?ID=1081</p>
Feb 2008	<p>Student Accommodation in Residential Areas Supplementary Planning Guidance. Adopted SPG identifying three areas of the City where further student accommodation will be restricted to avoid creating imbalanced communities. The areas already have more than 25% of homes exempt from Council Tax due to their entire occupation by full time students</p> <p>Adopted Supplementary Planning Guidance.</p> <p>http://co.exeter.gov.uk/mgConvert2PDF.aspx?ID=2588</p>

Executive report

Explains the consultation process and response to comments upon the consultation draft

<http://committees.exeter.gov.uk/mgConvert2PDF.aspx?ID=1124>

- Oct 2008** **Annual report to Planning Member Working Group on University/student related issues.**
Includes proposed response to a DCLG consultation on the introduction of greater planning controls of houses in multiple occupation.
- PMWG report**
- <http://s-civ-wap01:9071/mgConvert2PDF.aspx?ID=4220&ISATT=1#search=%22annual%20monitoring%20%22>
- June 2009** **Annual report to Planning Member Working Group on University/student related issues.**
- PMWG report**
- <http://s-civ-wap01:9071/mgConvert2PDF.aspx?ID=8832>
- Feb 2010** **Report to PMWG on Government announcement regarding creation of new Class C4 giving councils planning control over small HMOs.**
- PMWG report**
- <http://s-civ-wap01:9071/mgConvert2PDF.aspx?ID=13000>
- Apr 2010** **Government's proposed new Class C4 comes into effect.**
Material changes of use from Class C3 homes to Class C4 small HMOs of 3-6 persons now require planning permission
- Aug 2010** **Report to Planning Member Working Group on University/student related issues.**
Updates Councillors on proposed changes in legislation to make change of use from Class C3 to Class C4 permitted development from 1 October. Councils can only retain planning control on the change of use from Class C3 to Class C4 by making an Article 4 Direction removing the permitted development right.
- PMWG report**
- <http://s-civ-wap01:9071/mgConvert2PDF.aspx?ID=15204&ISATT=1#search=%22Class%20C4%22>
- Sept 2010** **Report to Executive**
Authority delegated to the Head of Planning and Building Control Services in consultation with the Portfolio Holder Sustainable Development and Transport to make an Article 4 Direction including consideration of representations.
- Executive report**
- <http://committees.exeter.gov.uk/mgConvert2PDF.aspx?ID=15652>

- Oct 2010** **Government's new Permitted Development right takes effect.**
Material changes of use from Class C3 homes to Class C4 small HMOs or 3-6 persons become 'Permitted Development' not requiring planning permission unless a local authority makes an Article 4 Direction removing that right.
- Nov 2010** **Consultation on proposed Article 4 Direction.**
Exeter City Council consults on a proposed Article 4 Direction covering about 7,300 homes mainly to the north and east of the City Centre. Letters are sent to all occupiers.
- Dec 2010** **Report to Executive on a petition from about 800 residents of St James Ward.**
The petition urgently sought an early Article 4 Direction and various policy initiatives. (Executive also received a report on the adoption of a Masterplan SPD for Streatham Campus the background to this document is not covered by this chronology)
- Executive report**
<http://committees.exeter.gov.uk/mgConvert2PDF.aspx?ID=16501>
- Dec 2010** **Article 4 Direction confirmed.**
It is effective from 1 January 2012 due to the provision of 12 months notice and covers about 7,000 homes.
- Report on consultation on Direction**
<http://committees.exeter.gov.uk/mgConvert2PDF.aspx?ID=16501>
- Article 4 Direction**
<http://www.exeter.gov.uk/CHttpHandler.ashx?id=15237&p=0>
- Feb 2011** **PMWG report on future planning policy on student accommodation issues.**
Report proposes a series of principles as the basis of the proposed Supplementary Planning Document.
- PMWG report**
<http://s-civ-wap01:9071/mgConvert2PDF.aspx?ID=17166>
- March 2011** **Report to Executive on proposed draft Supplementary Planning Document.**
Report recommends a draft document be published for public consultation
- <http://committees.exeter.gov.uk/ieListDocuments.aspx?CId=112&MID=2775#AI13774>
- 14 June/ 5 July 2011** **Report to PMWG and Executive on Supplementary Planning Document Houses in Multiple Occupation (Including Class C4 Uses)**
(links not yet available)
- Jan 2012** **Article 4 Direction takes effect introducing planning control over new small HMOs in the area covered.**

*Copies of these documents can be inspected by prior arrangement with
Planning Services*

STREET	POST CODE	PRECIS OF COMMENTS (limited by character spacing availability)
PUBLIC RESPONSES		
St Johns Road	EX1 2HR	I am writing to express concern at what appears to be the uncontrolled impact of multi occupancy housing upon the St Johns Road area. I have lived in this road for 10 years and noticed increasing pressure on parking and anti-social behaviour. A majority of properties sold on the street are converted to HMOs with up to 6 transient adults leading to anti-social behaviour and an unbalanced community. The issue is compounded by absent landlords do not re-invest income to engender a sense of community pride and respect. There is a marked difference in standards of HMOs and owner/occupied properties. Residents parking needs to be extended. The Council do not appear to be taking positive steps to re-address the imbalance of the community. I fear that this imbalance will encourage some longstanding residents to relocate and consequently reinforce this 'ghetto' effect.
St Johns Road	EX1 2HR	Whilst your plan is welcome and would help for the future I have to say that my initial reaction was that this is 'closing the stable door after the horse has bolted'. These measures should have been put into effect ten years ago. Since 1984 the quality of life in this area has consistently deteriorated. There has been loss of amenity (local shops), not enough parking, increases in litter, noise and no physical improvements carried out other than street lighting. What happens is that a vicious circle begins. People get fed up because of these issues and move out. Properties are then bought as 'buy to let', family homes with one car become 4+ students and three cars. As a result I think there are only 2 people living here for any length of time and the situation can only get worse. My conclusion, therefore, is that this is too little, far too late to be of benefit to anyone.
Castle Mount	EX4 4JW	I agree with the proposed approach to resist planning applications for HMOs where the proportion of homes claiming exemption from Council Tax due to entire occupation by full time students exceeds 20%.
Howell Road	EX4 4LG	Appreciate concerns of local residents but strongly oppose any measure that attempts a 'one size fits all' policy. Larger houses in Howell Road have had many uses over the years. Communities change over time and it may not be in the Council's best interest to apply strictures that prevent flexible development with regard to all properties in the chosen area without any consideration of the size of the property in question. Do not want planning laws imposed by those who purport to speak for the whole community.
Howell Road	EX4 4LN	Urge Council to approve the document. This area is in danger of losing its identity. Important for the wellbeing of the local neighbourhood to keep a balanced social mix thereby maintaining a strong sense of community. Imbalance results in isolation for people living in the few remaining non student properties. Students spend large periods away and empty properties can lead to a locality being transformed into a soulless environment.
Velwell Road	EX4 4LE	Opposed to more students in Velwell Road, they are already all over Exeter and enough is enough.
Velwell Road	EX4 4LE	I do hope that the document will be adopted. I am concerned about the 'domino' effect of developers buying up property. If this continues I fear that the strong feeling of community will be jeopardised.
Velwell Road	EX4 4LE	I am writing to wholeheartedly support your initiative in trying to control the complex issue of HMOs in our ward. The problem has come to a head with the recent move to expand the University's student population enormously. The main concern I have is that more than a small minority of student accommodation in a street can ruin the local community. There are streets in the ward that contain a large proportion of only large family houses. If we want the City to prosper we must have a good bank of such houses in order to attract wealth producing newcomers. The present number of such houses is too small and diminishing as they are converted to HMOs. The ensuing increase in population density stretches any number of services to unsatisfactory levels.
Velwell Road	EX4 4LD	The University has grown significantly and ECC has been supportive of this growth. However what ECC has not succeeded in doing is to plan for the inevitable conflicts that this growth generates. Whilst government has not made the control of HMOs easy, the support for the University has not been mirrored by support for the community by careful and proactive town planning. Consequently, balance between the interests of St James as a community and the University has not been achieved. The issue is the current trend of family housing being converted to HMOs. Illogical that HMO control may be based on a limit of 20% when purpose-built accommodation will obviously add to student population. Suggest amending para 4.1 to 'Whilst purpose-built student accommodation is beyond the scope of this guidance, the planning authority recognise that such development can cause further imbalance in the local community by increasing the percentage of student population in St James'. In considering applications for purpose-built accommodation, the planning authority will give significant weight to the changes of balance of population an application may create and to the general impact on the character and amenities of the neighbourhood'.
Velwell Road	EX4 4LD	Approve the document, it goes in the right direction of avoiding excessive concentration of HMOs in St James Ward. The current planning legislation has been a threat to residential diversity and has caused great harm, particularly in some roads where houses suitable for first time buyers have been completely taken over by students. A fair balance of residential houses and HMOs has disappeared in many areas, and those roads that still retain a balance should be protected from further harm.

Velwell Road	EX4 4LD	I give full support to proposed measures to restrain further development of student HMOs in the St James Ward and to limiting future growth in adjacent areas. The previous policy of encouraging students to live close to the University has resulted in swathes of Pennsylvania and St James being developed with student HMOs. It seemed that first time buyers and mature families who wished to live close to the city centre were not worthy of consideration; and an awful lot of quality houses have been lost to developers. A town like Exeter is a precious thing. It has to have residential accommodation to attract a wide range of people, most importantly, entrepreneurs and wealth creators who will animate the science park and future commercial and industrial developments around the City and East Devon. We must welcome the life and jobs that the University brings to the City but the sacrifice of our quality residential areas to developers and the inevitable domino effect leading to the destruction of our communities will hopefully cease when the new regulations are in place.
Velwell Road	EX4 4LD	I fully support an immediate restriction on the changes of use of houses to multiple occupancy where an overconcentration already exists. It is vitally important in any area to maintain a large proportion of residents who have a commitment to the quality of living for all residents - students by their transient nature don't always have such a commitment. A healthy community is a balanced community and when the density of students becomes too great the impact on the community can be quite dramatic. The owners of HMO properties have no tie in to the community. Students rarely take part in neighbourhood and residential groups which are again vital to maintain a community area where people want to live. I would implore the Councillors to take notice of the views of the long term residents to limit further development of HMOs and ensure that the centre of Exeter remains a desirable place to live, work and bring up families.
Velwell Road	EX4 4LD	I fully support the proposals contained within the letter but enforcement must be effective and sustained. There is a very real danger that the areas adjoining the University which are residential become an extension of the University and not a balanced community. As the University continues to develop and expand (we are left in no doubt as to the economic benefits to us and the City) then they should be made to use the considerable land on the campus for student accommodation and not allowed to 'pick off' strategic buildings nearby i.e. Bishop Blackall and Pennsylvania Road. It is not necessary for all students to live adjoining the University - I lived eight miles from the University I attended. Exeter is already a small, congested and very dirty City. Student accommodation should be spread more fairly.
Velwell Road	EX4 4LE	Velwell Road is quiet with a lot of retired people. Students walk home at 1.30am shouting, swearing, laughing at the top of their voices. Example if there are 50 houses, 10 could be rented out and at 6 students per property that is 60 students in a quiet road. No to 20%, one is enough.
Highcross Road	EX4 4NP	Fully support the proposed extension of powers to prevent further increase in HMOs. Local community will be further adversely affected with more students at Bishop Blackall and Tennis Courts. Look at the degradation of Longbrook St and Pennsylvania Road to witness the impact in terms of noise, rubbish collections, urination/vomit in streets plus all too often landlord neglect. This is a small City with a very long housing waiting list, struggling to cope with an influx of students who pay extortionate rents to landlords who do not pay council tax, bearing heavily on full time residents.
Thornton Hill	EX4 4NJ	We strongly object to the blanket policy of A4D being imposed upon the residents in St James. While we understand the student problem needs to be addressed we do not accept that this is the correct means. The way it has been handled is wrong and unfair. Certain streets in St James are now in a situation where one half is residential and the other overpopulated by students. By disallowing those few residents left in the student populated ends to sell to an investor you are in effect trapping them. We do not accept the Council imposing a policy on us which will trap us. If noise becomes intolerable then we need to be able to move but as a large family we would be unable to buy a comparative house. The only sensible, fair and logical solution is not to trample over those of us in this position and see us as mere casualties of policy. We question the legality of what you are doing. It is tantamount to fettering discretion 'The decision maker can assume a policy legitimately but in exercising it must not rule out the merits of individual cases and avoid exercising discretion'. The SPD must include a guaranteed exemption.
Thornton Hill	EX4 4NS	We are delighted that the Council has decided to look at this issue at last. In this area hardly a house has been sold over the last year or more without a developer buying (or trying to buy) in order to convert to an HMO to capitalise on Exeter University's growing student population. Occupation of Thornton Hill is still largely of family houses and there is still little enough noise from student late night parties for this type of occupation to continue, so we very much welcome the proposal to institute a new policy for the St James area. We trust this will mean that the student population will be spread more thinly through the rest of our City, as was done in Cambridge 50 years ago.
Thornton Hill	EX4 4NS	We write in support of the policy. Adoption would be a big step forward in protecting the character of Thornton Hill.
Thornton Hill	EX4 4NN	Very much in favour of the draft SPD. Proposals, when implemented, should do much to improve the relative imbalance between student occupied houses and full time residents.
Thornton Hill	EX4 4NR	We are writing to register our full support for the proposed HMO policy for St James. We are extremely concerned about the changing nature of our community over the past 20 years. The time has come to resist the seemingly relentless buying up of family homes by landlords for buy to let purposes. All communities need to have a balance of permanent long term residents and St James needs the protection that this can provide. We will be extremely unhappy if the Council does not approve the proposal and sincerely hope the measure will be approved.
West Avenue	EX4 4SD	We fully support the Council in its proposal to introduce an SPD limiting the spread of HMOs which changes the character or creates an imbalanced community. The St James Ward has already gone well past this point and neighbouring areas are approaching it. We regret the delay in introducing the Article 4 and believe the Council should have been more proactive at a much earlier stage in managing the effect of the increasing student numbers. We believe the proposed 20% threshold of homes is too low as even at this level there can be almost 50% of student population of a locality. Ten or fifteen per cent would be a more reasonable target. This would take into account the exclusion of purpose-built student accommodation. The Council will have to take great care to monitor the use of existing housing to ensure that there is significant burden of proof for landlords claiming an existing lawful use as an HMO. It is reasonable to include an "unsaleable" clause allowing exemption in exceptional circumstances but the criteria for this will need to be clear and abuse avoided.

Culverland Close	EX4 6HR	I support the policy at 5.4 to encourage the accommodation of students in purpose-built accommodation, however I recognise that there would still be demand for conversions to HMOs. I fully support the proposal at 5.13 and support the proposals shown in App 1 Map. Other solutions suggested could leave local residents isolated in a student community.
Union Road	EX4 6HT	Landlord/occupier (extensive comments abridge) Totally opposed to Art 4. Insufficient thought has been put into the consequences of this action and the contempt you show for the student population. Why is it ok to discriminate against students? Council tax exemptions is a flawed method of counting. The proposal has poisoned the whole area. I am extremely bitter about having to leave a fantastic house I have lovingly renovated over the last 10 years but there is no way I can face being trapped in a house that will be too big for us in the foreseeable future. The University brings vast amounts of money and it is disgusting the way the Council treats students. Thousands of Exeter residents rely either solely or largely on the University to earn a living. Students can make far better neighbours than a lot of other people no screaming babies or barking dogs. There are an unquantifiable number of small HMOs but occupants work and pay council tax. Restricting HMOs will have a damaging effect on low income working people.
Union Road	EX4 6HU	Supports proposal. Neighbourhoods need to be balanced. More student houses mean more cars. More buses needed. Deterioration of natural environment - owners of student houses tend to destroy existing gardens. Liaison officers do their best. Sheer numbers planned by University is a potential future problem.
Union Road	EX4 6HU	We have lived at this address since the mid 80's and raised our family. While we fully understand the intentions of the draft proposal there is something of a horrible irony in these proposals for ourselves as we will find a very significant element of potential buyers excluded from buying our house in the event that we wish to sell. The extent of HMO etc occupancy round here is now so great that the chances of a family purchasing the house already looks increasingly minimal. This causes us great concern and may indeed seriously affect or indeed negate our ability to sell. Would there be any way of allowing exceptional circumstances for residents such as ourselves?
Devonshire Place	EX4 6JA	So much dismay and frustration has been caused to the residents of this ward by the way in which the City Council has stated the intention of listening to the opinions of, indeed consulting with, those members of the community most likely to be affected by proposed changes and then ignoring their serious concerns. For example, Bishop Blackall complex, the flats at 49 Well Street and Stoneman & Bowker to name but three. Most of us back on to Victoria Street and a number face Glenmore. We are a through road to the University when the clubs in town close. We are a mixed community. Our relationship with students varies from year to year but is mostly good but, should the number increase further, there will inevitably be resentment. The lack of forward planning to date to mitigate the pressure being placed on the community is constantly discussed. I hope this is the moment when we will see a strong and responsible lead taken by the Council and the beginning of a fruitful two way relationship with anxious citizens.
Devonshire Place	EX4 6JA	Support greater controls over future conversions of family dwellings to small HMOs within the St James area. In DP there are now at least 7 student houses. Some have been bought by parents for their childrens' use while at University and we are not sure how this fits into the category of HMOs. The character of the neighbourhood, not just the street we live in has changed, diminishing sense of community and lack of diversity. An ever changing population with long periods of houses being deserted leaving the area vulnerable to break-ins. Each October brings a new tension - will this intake be ok? This area of the City is being taken over by the student population creating a limited pool of buyers which then becomes a vicious circle until there will be a time when no families will be living in the area.
Elmside Close	EX4 6LP	Mount Pleasant has too many HMOs which has had a detrimental effect of an imbalance in the local community making the lives of residents unpleasant due to noise, rubbish and unbearable behaviour. There is no doubt that the Council should resist planning applications for HMOs.
Elmside	EX4 6LW	We bought our family house in 2007 because it was in an area populated by students and other HMOs and we like the multicultural atmosphere of the area. The HMOs in the area bring a cultural vibrancy which should be celebrated, not prevented. We also bought our house because we wanted to be able to convert it to HMO and let it to students or sharers if the time comes that we need to move away from Exeter (I am an academic). We saw the house as a sound investment which would allow us flexibility in the future. Your policy will profoundly affect this flexibility and our investment. We urge you to rethink this policy it impinges upon our rights to do with our property as we wish and our freedom of movement. If the policy is passed we will find it difficult to sell or let and, if we do choose to sell, the property price will be affected. This is grossly unfair. We would seek legal advice on what we deem a light on our property. We would seek compensation.
Rosebery Road	EX4 6LT	Occupier living at property. I am concerned about the negative impact that the Article 4 in its current form will have on a small number of residents who live in areas of Exeter that are already heavily populated by HMOs who will be effectively trapped by the restrictions as they would not be able to sell their houses. There has been some recognition of this issue as a number of streets have been exempt from the directive. No allowance has been made for other householders and because they are the minority it is difficult for their voices to be heard. I urge you to offer them some protection. This could be in the form of a paragraph or clause inserted which would allow planning permission for change of use to an HMO where they are surrounded by other HMOs. This flexibility applies to only a small number of households and as such has little impact on the rest of the residential community. Its only impact will be a positive one as it is likely to encourage them to stay rather than sell up now to avoid being trapped in the future.
Rosebery Road	EX4 6LT	Occupier living at property. I am concerned about the negative impact that the Article 4 in its current form will have on a small number of residents who live in areas of Exeter that are already heavily populated by HMOs who will be effectively trapped by the restrictions as they would not be able to sell their houses. There has been some recognition of this issue as a number of streets have been exempt from the directive. No allowance has been made for other householders and because they are the minority it is difficult for their voices to be heard. I urge you to offer them some protection. This could be in the form of a paragraph or clause inserted which would allow planning permission for change of use to an HMO where they are surrounded by other HMOs. This flexibility applies to only a small number of households and as such has little impact on the rest of the residential community. Its only impact will be a positive one as it is likely to encourage them to stay rather than sell up now to avoid being trapped in the future.

Prospect Park	EX4 6NA	I express support for the proposal. Feel this action is being taken far too late. The preservation of housing stock that is suitable for owner or rental occupation by local working residents is vital and should not be jeopardised by giving priority to students. Opposed to exceptions. Larger houses would be ideal for conversion to apartments for sale or rent. The quality of life in Exeter is far more important than satisfying the ambitions of investors, developers and estate agents that blatantly support their ambitions.
Prospect Park	EX4 6NA	I express my support for the proposal. I consider even 20% to be excessive. It is a pity that past comments from residents in St James were not fully considered and now we are faced with an almost 100% concentration of HMOs. The numbers should never have arrived at this level. Where may I ask was the planning? Is Exeter a place to live permanently or merely a place in which to park your laptop whilst you study? I have watched the demise of ancient trees on University grounds. The University has vast areas of land suitable for building. If listed, then could the listing be lifted? Some beautiful Victorian and Edwardian houses have been converted into student accommodation. They have not been shown careful thought and consideration. What is going to happen to unsellable houses - will Exeter City Council, because of poor planning, offer compensation or buy up at realistic prices and turn them into first time buyer flats to give young people who work in the City the opportunity to live in the City. Oppose exemptions.
Prospect Park	EX4 6NA	Landlord - I express support for a clause to be inserted in the SPD which allows for greater flexibility and leniency in considering planning applications where owner occupier houses are surrounded by HMOs on two or more sides. This affects four owner occupier houses in Prospect Park. If inserted it would prevent them from being trapped if they wished to sell their house. They would have to drop the selling price considerably to attract buyers other than investors if the SPD were to be implemented in its current form. I am sympathetic to the plight of owner occupiers and like to feel I have a good relationship with them.
Prospect Park	EX4 6NA	I am very keen that the percentage of families and owner occupiers within the road remains high and so am pleased that you are taking measures to prevent the road from having further student housing. I have been informed that there is an issue with a few houses having student houses on both sides. Is it possible that these houses can have some flexibility in choosing whom they sell their houses to when the time comes that they want to sell? Perhaps they could be viewed on a case by case basis? I do feel that these residents who have been unlucky enough to live next to others who decided to 'sell out' to investors, shouldn't be penalised for it.
Prospect Park	EX4 6NA	Landlord - I express support for a clause to be inserted in the SPD which allows for greater flexibility and leniency in considering planning applications where owner occupier houses are surrounded by HMOs on two or more sides. This affects four owner occupier houses in Prospect Park. If inserted it would prevent them from being trapped if they wished to sell their house. They would have to drop the selling price considerably to attract buyers other than investors if the SPD were to be implemented in its current form. I am sympathetic to the plight of owner occupiers and like to feel I have a good relationship with them.
Prospect Park	EX4 6NA	Strong supporters of the proposal. Long overdue in view of the disappearance of many long established communities in the St James area in recent years. One proviso to my support of the SPD is a request for flexibility and leniency in planning applications when it comes to a change of use from an owner-occupier house to an HMO where the owner is surrounded on both or more sides by HMOs.
Prospect Park	EX4 6NA	Although we are in favour of the SPD going ahead we believe further attention may be required in its detail. There is a proposal suggested to include a clause whereby owner-occupied houses surrounded by HMOs on two or more sides would be omitted from the directive. In principle we agree with this. We would feel more comfortable if an insert included a condition whereby a seller would first have to market to private buyers for a specified period and required to accept an offer if it matched or exceeded the valuation provided by a surveyor approved or allocated by the Council.
Prospect Park	EX4 6NA	Occupier - I express support for a clause to be inserted in the SPD which allows for greater flexibility and leniency in considering planning applications where owner occupier houses are surrounded by HMOs on two or more sides. If inserted it would prevent them from being trapped if they wished to sell their house. They would have to drop the selling price considerably to attract buyers other than investors if the SPD were to be implemented in its current form. I am sympathetic to the plight of owner occupiers affected by the proposals.
Prospect Park	EX4 6NA	Occupier - I express support for a clause to be inserted in the SPD which allows for greater flexibility and leniency in considering planning applications where owner occupier houses are surrounded by HMOs on two or more sides. This affects four owner occupier houses in Prospect Park. If inserted it would prevent them from being trapped if they wished to sell their house. They would have to drop the selling price considerably to attract buyers other than investors if the SPD were to be implemented in its current form. I am sympathetic to the plight of owner occupiers who are affected by the proposals.
Prospect Park	EX4 6NA	Occupier - I am concerned about the negative impact the directive in its current form will have on a small number of residents who live in areas already populated by HMOs who will be trapped by the restrictions who will not be able to sell their house but will still be subject to the disadvantages of living in such areas. Properties surrounding them are unlikely to ever return to being owner occupied. Families and couples would not choose to buy a house in such areas. I am in support of the minority of householders in Prospect Park and Thornton Hill who are surrounded by HMOs and urge you to offer them some protection.
Prospect Park	EX4 6NA	I go to Stoke Hill School. Please put in a clause so I don't have to leave my house. I like my kitchen and my bedroom. I like my school because of my best friend.

Prospect Park	EX4 6NA	We love it here but feel we are being forced out dragging our children from their home and school if necessary to avoid being trapped here indefinitely. This is because our house at the lower end of Prospect Park is totally surrounded by HMOs. In addition the bottom end is in close proximity to the studenty streets, Culverland Road and Victoria Street (both exempt). A partner in a solicitors firm and 5 estate agents advise that our house would only be marketable to an investor. To avoid being trapped our only option would be to escape in a rush as there is such a short period of time between learning the outcome of the consultation and having to move before the deadline. Our situation is so clearly different from people who are not surrounded by HMOs. Our situation is more like that of the residents of the exempt roads. By exempting them you have recognised their needs and set a precedent. We have a lot of supporters who do not want us, one of four families with primary school age children, to move out. We should not have to prove unsaleability and our argument should be responded to by ensuring that a clause is inserted to allow owner occupiers that are surrounded by HMOs on two or more sides, be gra
Prospect Park	EX4 6NA	Owner occupier (extensive comments and research). I would like to argue the case for the insertion of a clause or paragraph which clearly states that any householder who has existing HMOs on two or more sides would definitely be permitted planning permission to change their house from a dwelling to HMO. This would give these householders similar rights and security as afforded those in exempt roads. You have recognised the issues by exempting roads where the concentration of HMOs is higher, therefore setting a precedent, but have ignored the minority of residents where there are pockets of high concentrations - why? Why does our welfare and security not count? You just want to bury us but surely we have rights as members of the community - otherwise what is the point of democracy. We have spent a lot of money on refurbishment and would not have done so if we had known about A4D. I am happy to live with students its the thought of being trapped that I hate.
Prospect Park	EX4 6NA	Occupier - I express support for a clause to be inserted in the SPD which allows for greater flexibility and leniency in considering planning applications where owner occupier houses are surrounded by HMOs on two or more sides. This affects four owner occupier houses in Prospect Park. If inserted it would prevent them from being trapped if they wished to sell their house. They would have to drop the selling price considerably to attract buyers other than investors if the SPD were to be implemented in its current form. I am sympathetic to the plight of owner occupiers who are affected by the proposals.
Prospect Park	EX4 6NA	Landlord - I am writing in sympathy with our neighbours in Prospect Park who live at the studenty end of the road who do not have any neighbours who are owner occupiers. I think these peoples' living experience is different to that of residents further up the road. Nice as they are, their properties would not appeal to many people because of their location. Some people might leave to avoid being trapped. I urge you to consider them by inserting a clause in the document that clearly states that if a family house has existing HMOs on two or more sides it should be allowed planning permission to change to an HMO. There should not be any need to prove that they could not sell the house to a family, couple or individual.
Prospect Park	EX4 6NA	Occupier - I express support for a clause to be inserted in the SPD which allows for greater flexibility and leniency in considering planning applications where owner occupier houses are surrounded by HMOs on two or more sides. This affects four owner occupier houses in Prospect Park. If inserted it would prevent them from being trapped if they wished to sell their house. They would have to drop the selling price considerably to attract buyers other than investors if the SPD were to be implemented in its current form. I am sympathetic to the plight of owner occupiers who are affected by the proposals.
Prospect Park	EX4 6NA	Owner student let - I write in sympathy with the householders who are penalised by Article 4 because they live in pockets where there are already heavy concentrations of HMOs. I refer to the lower end of Prospect Park. I urge you to introduce a clause which would allow them planning permission to change their own house to an HMO if they have neighbouring HMOs on two or more sides. These people have rights to financial security in their home and freedom of movement and a sense of wellbeing like anyone else.
Prospect Park	EX4 6NA	Landlord - I express support for a clause to be inserted in the SPD which allows for greater flexibility and leniency in considering planning applications where owner occupier houses are surrounded by HMOs on two or more sides. This affects four owner occupier houses in Prospect Park. If inserted it would prevent them from being trapped if they wished to sell their house. They would have to drop the selling price considerably to attract buyers other than investors if the SPD were to be implemented in its current form. I am sympathetic to the plight of owner occupiers and like to feel I have a good relationship with them.
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Prospect Park	EX4 6NA	Student living in Prospect Park. I am writing in sympathy with householders who are penalised by Article 4. I refer to the lower end of Prospect Park and other similar situations. I strongly urge you to introduce a clause to allow permission to change to an HMO if they have neighbouring HMOs on two or more sides. I do not think that proof of saleability should be included as it is onerous to prove and is unnecessary.
Prospect Park	EX4 6NA	Student living in Prospect Park. I am writing in sympathy with householders who are penalised by Article 4. I refer to the lower end of Prospect Park and other similar situations. I strongly urge you to introduce a clause to allow permission to change to an HMO if they have neighbouring HMOs on two or more sides. I do not think that proof of saleability should be included as it is onerous to prove and is unnecessary.
Prospect Park	EX4 6NA	Landlord - I express support for a clause to be inserted in the SPD which allows for greater flexibility and leniency in considering planning applications where owner occupier houses are surrounded by HMOs on two or more sides. This affects four owner occupier houses in Prospect Park. If inserted it would prevent them from being trapped if they wished to sell their house. They would have to drop the selling price considerably to attract buyers other than investors if the SPD were to be implemented in its current form. I am sympathetic to the plight of owner occupiers and like to feel I have a good relationship with them.

Prospect Park	EX4 6NA	Potential problems will be faced by a small but significant number of house owners in Prospect Park i.e. those whose properties are between student lets. Unsuccessful attempts to sell two properties meant they were forced to sell to landlords. Not sure that ECC full realises what might be at stake for us. Prospect Park provides us all with an incredibly pleasant, safe and stimulating environment. We love living here. We feel certain that ECC will find some way of ensuring that we will enjoy the necessary flexibility for us to sell our properties should we need to, according to who proposes to buy them. It would be a sad and very damaging outcome should any family feel they must move now in order to be able to move at all.
Prospect Park	EX4 6NA	We fully understand the concerns that the Article 4 is intended to address but we feel that as it stands it will have major implications on the chances of us and the few other owner occupiers in the part of the street being able to sell at a fair price. Immediate neighbours were both owner occupiers. One is now a student house. The other was desperate to sell but had the welfare of the street at heart and held out for much longer than intended before eventually pushed to sell to a developer. What will our chances be in four years time? The concentration of HMOs in Prospect Park is very much at one end with huge implications for those wishing to sell. We think we are trapped by Article 4 if it does not allow for any flexibility. We are asking for the Council to consider some flexibility for houses such as ours to be able to sell to an investor if no other buyers come forward. There are very few houses in Prospect Park which would need this clause so the impact of a flexible clause on the more residential side would be minimal. The difference to us would be enormous and, in our opinion, only fair.
Prospect Park	EX4 6NA	Landlord - I am writing in sympathy with our neighbours in Prospect Park who live at the studenty end of the road who do not have any neighbours who are owner occupiers. I think these peoples' living experience is different to that of residents further up the road. Nice as they are, their properties would not appeal to many people because of their location. Some people might leave to avoid being trapped. I urge you to consider them by inserting a clause in the document that clearly states that if a family house has existing HMOs on two or more sides it should be allowed planning permission to change to an HMO. There should not be any need to prove that they could not sell the house to a family, couple or individual.
Prospect Park	EX4 6NA	I write to support the lobbying to insert a clause in the SDP to allow flexibility and leniency in planning applications when implementing the Art 4 directive. I feel that the houses at the bottom of Prospect Park which are privately owned but surrounded by students will, if put on the market, not be bought for family use.
Prospect Park	EX4 6NA	Support the SPD and believe it should be implemented as soon as possible. This planning directive is essential if the community of St James is to be maintained. We have reservations concerning the exemptions of 9 streets. The net effect is that they will become 100% HMOs. This will represent a loss of a valuable family housing resource and a continued loss of council tax income for the authority. We would like to see ECC being more positive about the 9 streets and introduce measures to encourage their return to being a balanced community. Representation makes three suggestions to return to a balanced community.
Prospect Park	EX4 6NA	I live in Prospect Park which I understand has 29% of homes claiming CT exemption. In practice the student houses are not uniformly spaced and the western end has a higher proportion of student houses. It would seem reasonable that owners of 'family houses' which are surrounded on all sides by student houses should have the option to sell their houses as potential student houses or family houses. I live towards the eastern end where there are more family houses and I have put my house on the market and, although not surrounded by student houses, it is apparent that potential buyers are put off to some extent by the perceived 'student problem'. Perhaps the SPD could allow, on a case by case basis, planning applications for houses in multiple occupation where houses are hemmed in by student houses.
Prospect Park	EX4 6NA	Landlord - I express support for a clause to be inserted in the SPD which allows for greater flexibility and leniency in considering planning applications where owner occupier houses are surrounded by HMOs on two or more sides. This affects four owner occupier houses in Prospect Park. If inserted it would prevent them from being trapped if they wished to sell their house. They would have to drop the selling price considerably to attract buyers other than investors if the SPD were to be implemented in its current form. I am sympathetic to the plight of owner occupiers and like to feel I have a good relationship with them.
Well Street	EX4 6QQ	Occupier - I express support for a clause to be inserted in the SPD which allows for greater flexibility and leniency in considering planning applications where owner occupier houses are surrounded by HMOs on two or more sides. This affects owner occupier houses in the St James area. If inserted it would prevent them from being trapped if they wished to sell their house. They would have to drop the selling price considerably to attract buyers other than investors if the SPD were to be implemented in its current form. I am sympathetic to the plight of owner occupiers who are affected by the proposals.
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Well Street	EX4 6QQ	There are now so many student let houses in Well Street that it is impossible for local residents to sell their house to anyone other than a developer - no family would want to buy a house in Well Street now. We believe that Well Street has unique issues and should be considered separately from adjoining streets such as St Sidwells Avenue and St James Terrace. Well Street is a 'through route' for students making their way into Exeter for late night entertainment and back again in the early hours. No one wants to leave residents in a position where they can't sell their houses at all. Well Street should therefore be exempt from the Directive restriction. Local residents would then be able to sell their houses if and when they want to.
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Well Street	EX4 6QF	I fully endorse the sentiments and suggested proposal of your letter. I would hate to see my house converted to an HMO but if circumstances change I doubt if I could easily find a family to purchase my house. I am a long term resident of St James, living in Union Rd, Springfield Rd and Victoria St and Well Street. The Council has been slow to act. Why not have more students near the University. Bring in a tax on student housing/absent landlords who charge our children a fortune. I feel that those who have stayed the longest and learnt to live with the cycle of students will be the losers.
Oxford Road	EX4 6QX	We give our support to the SPD. However, it is with some disappointment that it appears that the document does not address the question of large-scale, purpose-built development for students. If the Council is serious about not wanting the balance and character of St James further disturbed, then how can these new developments, such as Stoneman & Bowker, which can only increase the density of students over a small area already noted for heavy concentrations of students, be excluded from this planning document? Oxford Road has seen a significant increase in HMOs over the last 18 months. The Council must put in an 'unsaleable' clause so if prospective individual and family buyers are put off by the student population proving that the property will not sell at the value of similar properties in less densely student populated areas, planning permission can be given for conversion.
Oxford Road	EX4 6QX	We give our support to the SPD. However as a resident in a road which has seen a significant increase in HMOs over the last 18 months, we can only accept it if an 'unsaleable clause' is included. There are 36 houses that face the road plus two large St James Rd student houses flanking the junction. At least 21 of these are student houses with three or more recently sold and the word is that landlords have bought them. We suffer from student behaviour and it is adding insult to injury now that we are faced with the prospect that the value of our property may be significantly reduced. The council should have put an effective restrictive ruling in place years ago when the University warned that the student population was going to rise and when we were made a Conservation Area. I will hold the Council responsible if I cannot later sell at a price commensurate to the real value. If ECC is serious about maintaining a healthy balance within the community it has to stand by this by linking the SPD to planning applications and refusing any further development of large scale, purpose-built accommodation in our ward. There is no logic in the policy otherwise.
Mount Pleasant Rd	EX4 7AB	Disappointed that you are still pursuing your changes to HMO legislation. I really can't see what you will gain from it. You have put me in a position where I have had to sell my house to a landlord. No families showed an interest in the property and why would they given that in recent years you have granted permission for a tattoo parlour, off licence and beer garden within 100m of the property. Do you have any evidence that families actually want to live in this area? What is it about students you don't like? Do you have any figures showing the number of people actually suffering from students? Its serious when people feel they have no option but to sell up because of your actions, do you understand this?
Mount Pleasant Rd	EX4 7AH	Owner Occupier and Landlord - Seems to be discriminating against students who are bringing income to the City. There is no way of knowing where there is a house full of students or other people who share and that should not be the business of the council. Why should the council be focusing on this policy rather than providing core services such as refuse collection? I object to the map being defined as it is (giving 3 reasons). The council will have no way of knowing which areas have concentrations of students in C4 accommodation. I would like to see the removal of Tressilian Gardens, St James Court, and 64 75 Mount Pleasant Rd from the proposals as well as the area in Barnfield, Archibald and Athelstan Roads because I don't want restrictions imposed on my properties. The council should focus on working with the University to provide more suitable accommodation on or near the campus or on other brownfield land. The wording in the proposed policy is vague and does not state if this is for the whole area, by street or what. This is a point for objection in its own right.
10 Monks Road	EX4 7AY	Occupier - Concerned about negative impact the directive will have on a small number of residents who live in heavily populated by HMOs who will effectively be trapped by restrictions. Urge you to offer them some protection which could take the form of a paragraph or clause which would allow planning permission for change of use where the house is surrounded by two or more sides by other HMOs. Impact will be a positive one as it is likely to encourage them to stay rather than sell up now to avoid being trapped in future.
Monks Road	EX4 7AY	Occupier - As 10 Monks Road
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Monks Road	EX4 7AZ	Occupier - As 10 Monks Road
Monks Road	EX4 7AZ	Occupier - As 10 Monks Road
Monks Road	EX4 7BB	Have consulted estate agents regarding the impact of Art 4 for both value and saleability. Advice is that there has been a £15k approx fall in value. This raises enormous concerns but it also makes the impact of the policy counter productive and thus a failure. We are surrounded by HMOs mainly students. The impact on us will be unfair, disproportionate and potentially devastating. It has an impact on our ability to seek employment and promotion elsewhere as we cannot sell. We are in contact with other owner occupiers to explore legal action. We would like exemption from Art 4 as has been done in other roads.

Park Road		Owner occupier of student let - concerned about negative impact on a small number of residents who will effectively be trapped. Urge you to offer minority of householders in Prospect Park and Thornton Hill some protection which could take the form of a clause to allow change of use permission where a house is surrounded on two or more sides.
	Unknown	In view of the high density of HMOs in St James and the additional students expected, I support the draft guidance document proposing containment of HMOs in St James.
Victoria Street		Landlord (Victoria Street) - We would point out that the University has to have sufficient accommodation within easy reach for its student population. It is clear it cannot provide enough on-site facilities and therefore the 'market' has to provide the balance. By seeking to restrict the supply of this commodity nearby, the Council may find that an unintended consequence may be to make the University less viable in terms of easy access by students. Your draft makes no mention of any studies to ensure the viability of the University in the future given this policy's introduction. In the concluding paragraphs the draft suggests that representations will be considered but implies in the text that the policy will be adopted. This is challengeable phraseology and should not be used.
Pennsylvania Cresc	EX4 4SF	We are in broad agreement with the proposals but express concern about the detailed implications this may have for us. Our house was originally in two independent flats. We converted it to one property for our family. In the future it may be necessary to accommodate a carer cum housekeeper with their own self contained accommodation. Pennsylvania Cresc has always had multi-occupancy at No 1 first as part of a University Hall of Residence until it was sold into private ownership. Garages at No 6 were converted into a residence and now occupied by students. The proposed regulations would appear to preclude redivision of our house should the necessity arise. If this is correct, we would reluctantly oppose the proposal.
Toronto Road		I would like to voice my concern over a few issues. According to your figures we have 9.4% HMO - this is clearly incorrect. Why wait until 20% is reached. This will lead to overlapping issues and therefore should be applied immediately otherwise streets like ours will be targeted by landlords. We have requested parking restrictions in our street - surely it should be the case across all streets with student pressure. Why only student HMOs? Where landlord property exists it will only grow and in turn they will rent out property to non student HMO groups again diluting permanent resident, family, populations. 20% is a figure that does not represent numbers of people in properties. Having been to Nottingham and Birmingham I do not feel you go far enough. You only need to look at the devastation of Victoria Street - local people will no longer be able to live near town without staying in student ghettos.
Higher Kings Ave		We are writing in sympathy with the householders who are penalised by Article 4 because they live in pockets where there are already heavy concentrations of housing in multiple occupancy. We refer to the lower end of Prospect Park and other similar situations. We strongly urge you to introduce a clause which would allow them planning permission to change their own home to an HMO if they have HMOs on two or more sides. We do not think proof of unsaleability should be included as it would be onerous to prove and is unnecessary. These people have rights to financial security in their home and freedom of movement and a sense of wellbeing like anyone else.
Toronto Road	EX4 6LE	I am writing to support the proposal to restrict planning applications for HMOs where the proportion of homes claim CT exemption due to entire occupation by students exceeds 20%. I would like to request further consideration to the following points: the percentage should be reduced to 10%. Using the occupancy averages outlined in the discussion papers, a 20% cap in Toronto Rd would result in 41% of the population living in HMO accommodation. Communities should be measured by population segmentation not houses; the size of the area within the scheme should be broken down into smaller sizes - it is feasible for smaller roads to become 100% HMO; the measure doesn't address chronic parking pressure; a robust early warning system needs to be in place to trace CT exemptions; it doesn't account for other types of multiple occupancy.
Hoopern Street		I do not think that such stringent rules are warranted. I have never had any problems with students - only non students. Hoopern Street is one of the quietest places I have lived in. The only problem is the rubbish. Parking is not a problem since the introduction of residents parking permits. On the whole the students are very polite and measures such as the community day and the community officers that the University has introduced have ensured that the acceptable behaviour of students continues.
Oxford Road	EX4 6QX	We wish to give our support to the draft SPD. However, we believe that the document should also address large scale, purpose-built developments for students. The problem is that St James faces it two-fold; the loss of family homes to HMOs and the overwhelming number of students who together create an unbearable amount of noise, rubbish and nuisance. If the character of St James is to be protected, we have to both prevent the sale of more properties for conversion to HMOs and keep the numbers of students to reasonable levels. We are particularly keen to see that the community in our own street is not allowed to be encroached upon any further. I believe that the community retains enough of its original character for the houses to be saleable to families and permanent residents so long as the area is protected. We do not think there is any time to lose. The SPD should be implemented immediately.
Prospect Park	EX4 6NA	We fully understand the rationale for limiting approval of applications for HMOs. We understand that students and other house-share groups are important to Exeter's livelihood, its energy and diversity and that the City should not be excluding such groups but, at the same time, HMOs are sometimes associated with noise, parking problems and issues of maintenance/presentation. There should be a balance. In overall support of the guidance but would like it to recognise those of us in family occupied homes may struggle to sell to any buyer other than a prospective landlord. If we find ourselves unable to sell, or that the only sale is at a reduced price, we would like to know that there is some flexibility in the system. This will be complex to implement but would suggest some kind of clause enabling a change if after 12 months a sale could not be achieved.

Prospect Park	EX4 6NA	Support the draft SPD. Have the following observations. Due to the degradation of the neighbourhood and its effect on property prices and quality of living, it is vital to curtail further proliferation of HMOs. Don't agree with the concept of allowing further HMO development in streets that have already exceeded 50% of HMO development - even if they are regarded as 'lost causes' there is a knock-on effect to surrounding streets. Suffer constant aggravation from parking overflow (students using Visitor Passes and landlords with notes on screens), refuse, noise, constant building activity etc. SPD proposal should not be restricted to HMOs of 3-6 but large properties as well. Consider compensation scheme for C Tax reduction for family homes close to HMOs and scheme (funded by University) for families who find it difficult to sell. Introduce, as early as possible, a Business Rate for HMOs. Opinions of full time residents should be considered over and above those of the temporary or non ward residents.
Councillor		Certain parts of Polsloe are now becoming very high density student occupied and I would urge that they become part of the restricted area (e.g. Monks Road, Priory Road, Abbots Road, Thurlow Road, etc)
Northernhay Street	EX4 3ER	Would like to express support for the proposal. Social cohesion is supported by ensuring that areas do not become too heavily weighted towards student occupation, but rather a mix of residents is maintained.
Castle Mount	EX4 4JW	I should like to write in support of the draft SPD. This proposes to resist planning applications for houses in multiple occupation where the proportion of houses claiming exemption from Council Tax due to occupation by full time students exceeds 20%.
Hillside Avenue	EX4 4NW	I am writing to you to indicate my very strong support for the proposal to limit the amount of multiple occupancy accommodation permitted within the St James ward.
West Avenue	EX4 4SD	We would like to voice our strong support for the proposed Council policy to prevent further over-concentration of HMOs in our area.
Hoopern Street		I have sold my house in Hoopern Street where I was sole occupier. My decision to do so was not related to the number of student houses in the street. There was a noticeable change in the character of the street in the 14 years I lived there. Some former residents have died and younger families moved out. In some cases increasing numbers of student houses was one of the reasons they gave but the houses are small and without gardens so are not ideal for families. The introduction of the new policy was a minor factor in my choice of timing. The house sold very quickly to an investment buyer for more than I was asking.
Waverley Avenue		I am alarmed by the number of properties in our neighbourhood that are currently being sold to investors looking to house students. This is an unintended consequence of the proposal (which I support). People are selling as they think that when this is implemented, properties will be worth less. At the moment, 3 or 4 houses are being sold in Waverley Avenue to investors. This is misguided in my opinion but the result is that there will be more HMOs here and in the surrounding areas.
Old Tiverton Road		We think there should certainly be a limit to houses in multiple occupancy for the following reasons: Loss of council tax revenue, depreciation of private property values in high HMO areas, noise nuisance, rubbish nuisance, parking problems.
Romsey Drive	EX2 4PB	I am writing to object to the proposal for the following reasons. The owner of the property in the area has a right to use his or her property to maintain a livelihood. Would it be right for the Council to interfere in the matter of livelihood? The action would cause a shortage of cheap accommodation for the local students. Pushing all accommodation towards UNITE is not a good idea. Congregating students in the areas close to the University must surely be a good thing? Balance is a value judgement. So it is best to let market forces decide. The economy of Exeter depends a lot on the contributions from local and foreign students. Education is a global industry - we are competing with USA, Canada, Australia, Japan, Singapore, Malaysia etc. Exeter City and University are good brand names to foreign students at the moment. Do not make it difficult for them to choose Exeter as their number one destination. Providing student accommodation is a good public activity not purely a commercial activity.
Chute Street	EX1 2BX	We are writing to express support for the basis of the proposed approach.
Horseguards	EX4 4UU	We entirely support the proposed new guidance and hope the Council will adopt the proposal.
Castle Mount	EX4 4JW	I support the adoption of the proposed new guidance. I have lived here since the houses were built in 1997. I have certainly noticed a change in the environment around me with a large increase in the number of students and a decline in the number of older residents and families. We are currently enjoying the Easter break and if David Cameron asked me to respond to his 'happiness survey' today I would say that the peace and relief I feel when it is the University holidays makes me happy! We have experienced the most acute problems with students in our small close. It is my opinion that the area is now saturated. Private landlords and the University are making money at my expense and at the expense of other local residents who will remain whilst the students come and go. People have to move on when their streets become overwhelmed with students. I would hazard a guess that very few graduates stay in Exeter and contribute to the local economy. I hope that this new draft is accepted so that the situation does not get worse. With projects such as Bishop Blackall excluded anyway, the number of students will still be greater in the locality.

Rosebery Road	EX4 6LT	Occupier living at property. I am concerned about the negative impact that the Article 4 in its current form will have on a small number of residents who live in areas of Exeter that are already heavily populated by HMOs who will be effectively trapped by the restrictions as they would not be able to sell their houses. There has been some recognition of this issue as a number of streets have been exempt from the directive. No allowance has been made for other householders and because they are the minority it is difficult for their voices to be heard. I urge you to offer them some protection. This could be in the form of a paragraph or clause inserted which would allow planning permission for change of use to an HMO where they are surrounded by other HMOs. This flexibility applies to only a small number of households and as such has little impact on the rest of the residential community. Its only impact will be a positive one as it is likely to encourage them to stay rather than sell up now to avoid being trapped in the future.
Waverley Avenue	EX4 4NL	I fully support the principle of providing control of further houses in multiple occupation in St James ward and parts of the adjoining wards to the north and east of the city centre. My concern is that the proposal sets the limit too high to be effective. 20% is one in 5 houses. Thus in a street of 20 homes, the potential would be for 4 to be student HMOs. In essence, 8 properties would directly neighbour a student house. Students should be spread evenly through the city and not ghettoised. They are as capable as travelling to study as others are of commuting to work. Thus the cap should be set at a level in proportion to that of the overall number of student houses in Exeter. To put it another way, a cap of 20% suggests that this number is acceptable and sustainable. It is not - it should be lower. The objective should not just be to stem the tide but to put measures in place that might reverse it in time.
Marfield Avenue	EX4 6JN	I fully support the proposal. In this area Victoria Street, Springfield Road and Culverland Road are almost entirely occupied by students. In the last year or so Union Road has been going the same way with all the problems it entails.
Oxford Road	EX4 6QX	We wish to give our support to the SPD. However, we would like to request that exemptions be made for house owners in Oxford Road. It must be recognised that we may find selling our houses to anyone but a developer, or at an acceptable price, difficult. If this is the case we must be allowed to sell our houses to whom we can get the best price from. We are bewildered and disappointed that the SPD does not address the question of large-scale, purpose-built development because if you are serious about not wanting the balance and character of St James further disturbed then how can this not include discouraging any more development of accommodation with heavy concentrations of students?
Elm Grove Road	EX4 4LL	As a property owner and resident of St James ward I would strongly support resistance to planning applications for houses in multi occupancy in this part of the city. Areas of concern include; developers buying up large numbers of properties; the ward is fast becoming a University campus; lack of understanding of the problems caused and the harm to the neighbourhood by the local councillors; imbalance of student accommodation in comparison to normal residential property.
Powderham Crescent	EX4 6DA	We support the proposal to restrict the spread of HMOs. We feel it is vital, both for St James and the City in general, to maintain a balanced community. At present we have a reasonable balance in Powderham Crescent and generally good relations with students neighbours but any increase in HMOs would completely change the character and atmosphere of the area.
Bystock Close	EX4 4JJ	I am writing to support the proposed SPD. At our local neighbourhood meetings, I and others have repeatedly expressed concerns about the imbalance of housing in St Davids which can and does have a profound effect on social cohesion. I wholeheartedly support the Council's proposal.
Bystock Close	EX4 4JJ	I wish to support the proposed SPD. Our neighbourhood in St David's already has an imbalance of HMOs and yet more student accommodation is being built under the Iron Bridge. As local residents move away, it does become harder to keep our community together and it is also harder to attract the local services into our area e.g. we have no GP surgery just a needle exchange at the Clock Tower.
Thornton Hill	EX4 4NS	I am writing to express my support for the new Student HMO planning policy for St James.
Velwell Road	EX4 4LD	I am writing to support the proposals. HMOs have already destroyed communities in the city and whilst students etc need to live somewhere it should not be at the expense of settled communities. It seems as if the whole of St James ward is becoming an extension of the University campus. This leads to tension between student and normal families as they have such different lifestyles. Enough is enough we should not have to endure any more. I trust this will put an end to developers buying houses and changing their use without planning permission and then totally ignoring requests to apply for consent as has happened in Velwell Road. I am shocked that you allow such flagrant behaviour. I hope you can appreciate the feelings of frustration and anger felt by council tax payers.
Thornton Hill	EX4 4NS	I am writing to express support for the new HMO planning policy. I am pleased that the planning department is taking steps to prevent further damage to this area caused by the associated problems that are very evident due to large numbers of existing HMOs. I hope that this draft policy becomes a reality as I am sure it will encourage the rebalancing of the communities in the area.
Monks Road	EX4 7BL	I was very pleased to receive a letter, with all the worry about Multiple Occupation in certain areas. There is no doubt it alters the community. The bottom end of Monks Road so far is not spoiled, but they are creeping in with 3 bed terrace houses originally built for families now with 6 or more students in them.

Thornton Hill	EX4 4NN	I write to say that I fully support the new Student HMO planning policy for St James.
West Avenue	EX4 4SD	I am writing to give support to your draft guidance document which proposes the containment of HMOs in our area. Yours is a sensible and reasonable approach given the existing high density of HMOs in St James and, of course, the additional students we can expect once the Bishop Blackall and Tennis Court developments have been completed. Thank you for taking this initiative.
Castle Mount	EX4 4JW	I am in favour of the proposal to reduce the proportion of HMOs in any area to 20%.
Thornton Hill	EX4 4NN	I am writing to support the proposed policy change on HMOs in Thornton Hill/West Avenue area of the city for the following reasons: There is evidence that when student HMOs become dominant the amenity is much reduced, particularly through rubbish issues and noise pollution; this is a Conservation Area of Edwardian arts & crafts housing; the area will already have a large student population once the conversion and building on the Bishop Blackall site is complete; given the University's extensive building programme of residences elsewhere in the city and the potential reduction in visas for overseas students, there is likely to be less demand for HMOs in future. People living in the area feel very strongly about this and will continue to oppose all new HMOs. We therefore hope you will support us and continue to resist planning applications.
Highcross Road	EX4 4NP	I am writing to express my support for ECC's revised planning policy. The reasons for objecting to an increased proportion of HMO dwellings have nothing to do with any 'anti-student' or NIMBY mentality: it is simply a question of ensuring that there is an appropriate balance of accommodation in the city, and one that does not exert undue pressure on public services and the reasonable expectations and good-will of residents.
West Avenue	EX4 4SD	We cannot stress strongly enough our support for the proposed threshold. Our area in lower Pennsylvania already suffers severely over population of HMOs. The area has suffered greatly as a consequence. Any measures that can be taken not only to halt the creation of more HMOs but also help return blighted areas to family homes would be supported by most residents in the area. The suggestion of an unsaleable clause I feel is a strong retrograde step and other measures should be considered, eg the removal of council tax on the blighted property to make a sale more desirable.
Albion Place	EX4 4LH	We are very glad that ECC is looking at the situation regarding HMOs, especially student accommodation. We welcome students but there is a huge bias towards student lettings and how virtually impossible it is for a family to find, let alone have a choice in, suitable accommodation. What are local families to do when they cannot afford to buy? Students bring business to the city but they have no investment in Exeter as a home and it takes away any sense of community as the population becomes transient, maintenance and upkeep of property falls, there is a shortfall in council tax income which the local population has to bear. The system is exploitive of students - agencies charge up to £100 a month more. We sincerely hope for a positive outcome to avoid over concentration of HMOs in favour of the local community and its peace and well being.
Thornton Hill	EX4 4NN	We fully endorse the draft proposal to resist planning applications for HMOs where the proportion of HMOs claiming exemption exceeds 20%. It is clear that any further developments in this area will have a detrimental effect on the current housing balance. To maintain the mixed economy of this community it is essential that we should try to do as much as possible to encourage more families to relocate into the residential streets of St James.
Castle Mount	EX4 4JW	I am very concerned about HMOs in this area, the harm caused by excessive student numbers in relation to family can only be detrimental with the weakening of the community. I therefore support the SPD for the inclusion of Castle Mount within an inclusion zone.
Union Road	EX4 4HU	I am writing once again concerning your proposal to ban HMOs in certain parts, to register a plea that in your deliberations you are mindful of the circumstances of some of the longest residences in some of these roads. We bought our house over 26 years ago when the University was much smaller. We have endured the noise and drunken behaviour which has been unpleasant and annoying. Our one consolation was that having a house of decent size it would be eminently sellable when we got to the point of wanting to downsize - after all these years this will disappear in a legislative decision. We have had all the negative aspects and now the indignity of a house that can no longer attract two thirds of potential buyers. Who is going to compensate us? We have paid large amounts of council tax - they pay nothing - the situation is extremely unfair. We would urge you to think about where this might leave those residents who have lived longest in the area. Would it be possible to write in a 'discretionary clause' for householders who have been residents for over 25 years in the affected streets, to still have an HMO option when selling on.
Blackall Road	EX4 4HD	I would like to strongly emphasise my objections to your proposed restrictions especially in Blackhall Road as I fear they will have an irreversible negative impact on the student letting market in a city ward that is so dependent on the excellent University. In addition, I strongly oppose the classification of a 3 bed property as an HMO, and I implore you to raise the criterion to those of 5 bedrooms or more.

Castle Mount	EX4 4JW	I am concerned and worried about the future of St James ward as a resident in it. The feeling and experience of daily life here is changing strangely. The number of student/single young people taking over family homes results in a fractured neighbourhood where locals don't know each other, children are rarely seen, shopping habits have to change and a temporary tenant with no concern for the base community takes over. Local councillors are not showing their allegiance to local voters and some appear to consider the expansion of the University to be a vote winning factor. I do not feel I have had a vote on this and resent the changes being forced upon me by local developers taking over a residential area for short term profit. Please do what you can to object to more HMOs in St James.
Thornton Hill	EX4 4NN	I am writing in full support of a new planning policy for St James. This change in policy is long overdue. The student population has already damaged the balance of our community, leaving many houses vacant for nearly half of the year in many streets. Certainly the University student population is good for the city but not at the expense of families, professionals and long term residents who also serve the city and deserve to live in stable communities without having to put up with late night noise, anti-social behaviour and a breakdown in neighbourhood continuity. I encourage the integration of students across a wider spread of the city and in appropriate accommodation that will not affect the balance of residential strongholds.
Thornton Hill	EX4 4NN	I am writing in full support of a new planning policy for St James. The change in policy is long overdue. I see no reason why the student community should not be integrated over a wider spread of the city, both in private and purpose-built accommodation. The area of concern should be opened up to families and professionals who also have a need to live near the city centre. Many students say that even they do not wish to live in student dominated areas. I agree that certain streets where the high level of student HMO occupancy is preventing the few remaining residents from selling to incoming families, should be treated as a separate case. I am in agreement that where an individual might experience difficulty in selling their house due to immediate HMO occupancy - BUT only after proving that all other avenues and a fair sales period has been proven.
Thornton Hill	EX4 4NS	I am writing in full support of the new planning policy for St James. Since moving to Thornton Hill in 2003 we have seen significant change to this area. Long established residents of Thornton Hill, Waverley Avenue and Hillside Avenue have moved away and we have seen a marked increase in the number of student occupied houses. If this is allowed to continue unabated, there is a danger that the makeup of the population in this area will become imbalanced which has already happened in roads such as Longbrook Street. I am sure I am not alone in feeling a sense of shame every time I walk into the city past rubbish strewn gardens and poorly maintained properties. Please think carefully about where students are housed in future. Exeter is small and there is no reason why students can't be housed right across the city in smaller concentrations thus maintaining the balance of our communities.
Thornton Hill	EX4 4NS	I give my full support of a new planning policy in St James. The current situation has been allowed to run out of control and it is now crucial that up to date planning policies are introduced in order to restore a balance in the community.
Pennsylvania Rd	EX4 6DW	I write in full support of the proposal to resist planning applications for HMOs. The local community is already imbalanced and any further such development could only be detrimental. I object particularly to the demolition of front gardens and their replacement by multiple dustbins, litter and waste.
New North Road	EX	We are wholeheartedly in favour of such restrictions. Exeter is not Oxford or Cambridge. The city has been here for more than twenty times as long as the University and when we bought this house in 1978 it was a relatively small concern not excessively or adversely affecting neighbouring residential areas. Since then it has grown exponentially destroying the fine natural environment of its own campus while bringing in more and more customers. This is creating an increasing tension of town versus gown. We have nothing against students per se and observe that the vast majority of anti social and disruptive behaviour is produced by British undergraduate students, a great many of whom are on an alcohol fuelled adolescent joyride financed by unearned money. The foreign students, graduate students and mature students are far less problematic. Why not have the University build accommodation within its own land as is done at Wyvern Barracks and CTCRM. Then they would not have to be billeted on the local population turning whole streets and neighbourhoods into zones dominated by persons whose natural hours and recreations are incompatible with the lives of true citizens of this city.
High Kings Ave	EX4 6JP	I write in support of this proposal. There are many houses being used for multi occupancy in this area and even more, it seems, recently being let for student use in particular. It is such a great pity as such a high concentration of student lodging concentrated in the EX4 postcode really does degrade the streets and local community. The amount of rubbish littering these pavements, falling out of bags, food waste, broken glass and litter not even in bins, is very disheartening. Difficulty with car parking too from all the extra lets becoming a problem. There is too high a proportion of HMO letting around Pennsylvania/St James and it would be reassuring if it could be limited in future and the local community a more balanced mix of owner/occupier and lets.
Pennsylvania Cl	EX4 6DJ	Welcome plans to restrict HMOs. We appreciate the benefits of having a University in Exeter but equally we have to put up with the downside of having so many students; drunken shouting late at night; rubbish and litter in streets, parking in undesignated areas and increased insurance premiums because of living close to areas where insurance claims are made. We live in the blue area where it is stated that 13.9% of households are HMOs. We are concerned that there will be rush by landlords to buy further properties in this area to get up to the 20%. The north side of Union Rd has been converted en mass to HMOs and the with the proximity of Culverland Rd/Springfield Rd/Victoria St all presumably well in excess of 20%, we are concerned that there will be strong inducements for landlords to start "mining" the neighbouring blue areas. In fact, almost all of the properties south of us (our immediate neighbours) are now HMO. Is there a case for extending the red 20% area further north of Union Rd to reflect the local high concentration of HMOs? Try to monitor/restrict conversion in blue areas and consider extending red 20% areas to reflect concentrations.

Well Street	EX4 6QL	I would like to support the proposed SPD and request that Well Street be included so that planning permission will be required for a material change of use. There are many reasons for my support most of which have been identified which is why the SPD was raised originally. I would also like to point out that it would be an anomaly not to include Well St whilst cul-de-sac streets off of Well St like Sidwells Avenue, Brooke Green Terrace and Clarence Place are included which, if Well St was not included, could see these streets being seen as cut off and isolated. Also with business growing in Exeter and families moving in, having family homes in Well St with St Sidwells School being perfectly placed, would allow families to live within walking distance of a school while working in the City thus cutting traffic.
Lucas Avenue	EX4 6LZ	We wish to register our support for this proposal - in fact we feel it is long overdue in respect of some streets which have become like student ghettos. We are very anxious that Lucas Avenue is not taken over in this way. "Studentized areas" tend to be noisy and untidy with unmanaged rubbish disposal and the street parking situation completely unacceptable in term time. As a council tax payer we object very strongly to subsidising so many properties in which neither the tenants nor their landlords contribute to community costs. Much more accommodation should be made available on the University campus not in local houses nor in blocks such as those proposed in Sidwell Street and Western Way.
Park Road	EX1 2HP	We would like to affirm our support for the principle of potential future control of further HMOs in our area as we consider that there is no longer a reasonable balance of different types of household. We purchased our house in 2003 and have largely good experiences of living amongst students. We also acknowledge the benefits students and the University bring to the city in terms of employment, cultural audiences, cultural events, consumer income, skilled workers etc. Our concern is the number of HMO properties which we feel neither benefits the students nor permanent residents as the quality of day to day life deteriorates. In recent years we have seen an increase in noise, rubbish and parking problems. Large numbers of houses being deserted in holiday periods. There is reduced community cohesion as students tend to live in the streets for 30 weeks. The longer term problem is that houses which are converted to HMO are not easily converted back to family homes. Demand for nursery and school places, parks etc drops and the area become less attractive to families. We are grateful for all the Council has done so far working with the University to try to address this problem and urge you to continue.
Mansfield Road	EX4 6NF	After careful consideration I would like to provide my opinion on the SPD proposal. The area I live in is over populated with students in shared houses. The litter has increased considerably with takeaway cartons in the street, there is vomit on the pavements on regular occasions. As an elderly citizen who lives alone and needs rest, extra noise pollution is very disturbing and unsettling. With these problems due to the over concentrations of housing in this area, I am for the proposal 100%.
Howell Road	EX4 4LN	We fully support the proposal to resist planning applications for HMOs for students where this exceeds 20%, the inclusion of C4 (small HMOs) in this policy, applying restrictions to the area shaded red on the published map. Agree that this would help fulfil the criterion (b) of policy h5 of the adopted Exeter Local Plan which states that the conversion to HMOs is permitted provided this does not create an 'over concentration' of the use in any one area of the city which would change the character of the neighbourhood or create an imbalance in the local community". With the number of students occupying roughly 27% of the St James area, this clearly means the proportion of students living in the area is much higher because you have more living in each house and there are also students in purpose-built accommodation. It seems likely that student numbers will be well over half of the resident population! Danes Rd now has about 80% of properties let to students. It used to have an active residents' group and mixed population. Most families have moved out leaving good quality housing for students with a short term interest in the area and some landlords who have no concern and do not look after their properties.
	contd	If this policy is adopted then it will be very important to implement enforcement effectively. As some streets are now so student dominated you need to protect other streets in the area with lower numbers so some balance is achieved overall. If this policy is not implemented then it is likely that many more streets will become dominated by students. Once properties start changing there is a domino effect with more people wanting to move out. Using good housing for students means people have to look elsewhere for accommodation and may increase prices for purchasing and renting. It would be better if the University campus was used for most new students numbers - there is enough room. If new accommodation is needed we do not think it is vital for so many to be close to the University. We think it is reasonable that the accommodation be spread more fairly across the city.
Velwell Road	EX4 4LD	I wish to lend my very strong support to the above document. St James' ward already has more than its fair share of HMOs and if no restrictions are put in place there is a real danger of the area becoming an extension of the University campus, thus altering its character to the detriment of existing householders. This would in turn weaken the sense of community which very much exists in remaining areas at present, to lose it would be unforgivable. I trust that the ward will be treated as a whole and not subdivided into arbitrary areas when considering the 20% limit.
Thornton Hill	EX4 4NS	I am pleased that the Council is taking this long overdue initiative to control the growth of student occupied, multiple occupation in Exeter. High levels of HMOs and small flat occupancy by students does have a significant, and largely detrimental, effect on the lives of other residents. However, I would urge the Council to set the target figure at less than the proposed 20% for two reasons: if 20% of houses are HMOs then this means the proportion of the population who live in multiple occupancy will be much higher. Given the average household size is about 2.5 in the UK, and assume the average HMO contains 5.5 individuals, this means that the proportion will actually be about 35%. There are also many houses in multi occupancy partly occupied by students as well as small flats etc. We do not have the information available to estimate the implication in terms of composition of the population. If added to the 35% figure suggested above, it could easily mean the proportion of students could amount to at least 40% of the population. This is hardly a balanced community.
Thornton Hill	EX4 4NS	I am pleased that the Council is taking this long overdue initiative to control the growth of student occupied, multiple occupation in Exeter. High levels of HMOs and small flat occupancy by students does have a significant, and largely detrimental, effect on the lives of other residents. However, I would urge the Council to set the target figure at less than the proposed 20% for two reasons: if 20% of houses are HMOs then this means the proportion of the population who live in multiple occupancy will be much higher. Given the average household size is about 2.5 in the UK, and assume the average HMO contains 5.5 individuals, this means that the proportion will actually be about 35%. There are also many houses in multi occupancy partly occupied by students as well as small flats etc. We do not have the information available to estimate the implication in terms of composition of the population. If added to the 35% figure suggested above, it could easily mean the proportion of students could amount to at least 40% of the population. This is hardly a balanced community.

Thornton Hill	EX4 4NN	As residents of over 22 years, we strongly support the proposed inclusion of Thornton Hill and other neighbouring streets into the new SPD restraint zone. During our time we have seen the conversion of far too many houses to HMOs and we are now virtually surrounded by a student ghetto. Our concern is nothing to do with house prices - we are not thinking of selling, but all to do with the fact that this is a Conservation Area of Edwardian arts and crafts housing unique in the city. This amenity is gradually being undermined and destroyed by encroachment of students who pay far less attention to the condition of their environment inside and out. We are already going to have two major developments of flats for students at the bottom of Thornton Hill and it seems utterly unnecessary to allow more family houses to be spoiled. The University is, in my opinion, over-reaching itself in terms of creating student accommodation and some restraints have to be placed on this. The Council can do this by far greater planning control and we urge you to do so in the interests of the city's few remaining areas of domestic architectural quality.
Highcross Road	EX4 4NP	I wholeheartedly support the Council's plan to produce an SPD. I would like to add that with the increasing numbers of student houses in Exeter an increasing burden falls on the ordinary residents to foot the bill for services provided through payment of Council Tax. Would it not be possible to levy a tax on non resident landlords many of whom may large profits from the rents they receive to at least cover the cost of refuse collection?
Well Street	EX4 6QQ	I am extremely surprised to discover that Well Street was not exempted in the SPD. There is already a high percentage of student accommodation here so restricting planning now is far too late. If restraint zones had been introduced a long time ago I would have been able to sell my house to a family, the only likely purchaser now would be a landlord/developer. If I am unable to sell, I will be effectively trapped.
St Marks Avenue	EX1 2PX	I am concerned that the imposition of the order restricts the natural changes that might effect residential areas. The emphasis is placed on student lets but HMO also covers other multi occupancy. Although I deplore the landlords that have derived considerable income from as many single room occupants as possible, they do serve a need. There will be an increasing need for single room space as people find difficulty in getting accommodation in the city. The main consideration for Planning and Building Control on conversion is the quality and living space provided - that area I feel is somewhat lacking in direction and I cannot see that this order will satisfy this viewpoint. You fail to address the aggressive approach by the University or their connected property companies in seeking planning against the wishes of residents in certain areas. I think this order is unadvisable, it discriminates against small private sector letting who have great support from students who can take a house as a group and avoid paying the high rates charged by the University.
Well Street	EX4 6QR	We have been residents of Well Street for over 25 years and have witnessed the steady rise of HMOs. We have adjusted to living in a high density student area and assumed that after our children left home we would eventually sell and buy something smaller. If restraint zones had been introduced 20 years ago we would have been able to sell to a family now the only likely purchaser would be a landlord/developer for the following reasons: high density HMOs in the immediate vicinity (6 out of 9 in our terrace); high density of HMOs in Well Street (over 50% of side streets are not counted in); Well St is a thoroughfare at night to and from other nearby high density student areas. These points make the property unsaleable to families and if we are unable to sell to a developer we will be effectively trapped.
Highcross Road	EX4 4NP	I am writing to signal my support for the revised planning policy on student HMO housing to 'resist planning applications for houses in multiple occupation where the proportion of homes claiming exemption from Council Tax due to entire occupation by full time students exceeds 20%'. The reasons for objecting to an increased proportion of HMO dwellings have nothing to do with any 'anti student' or NIMBY mentality: it is simply a question of ensuring that there is an appropriate balance of accommodation in the city, and one that does not exert undue pressure on public services and the reasonable expectations and good-will of residents.
	Unknown	Landlord (abridged from extensive comments). I agree wholeheartedly with the present government's decision to abolish the April legislation issued by the then Labour government. It is inexplicable why Exeter City, along with a few other councils in England, have decided to waste the public's time and money on the restoration of an ill conceived policy. The new government has seen the shortcomings of the legislation passed in April 2010 and saw the effect it had on the property market, on students and on property values in University towns. Your very own statement 2.1 in the draft SPD (App 1) illustrates the very reason why your proposed legislation should not come into force. We have a first class University while on the other hand we have a Council which is intent on manipulating planning laws to limit accommodation which will make it harder for students to find private housing. The public consultation lacks consultation with students themselves. Local residents will want to prevent further studentification. Why does the general public and City Council Planning Dept have such antipathy towards students.
	contd	Legislation is clearly targeted at student HMOs given the way it is to be judged on council tax exemptions. I have many student properties in Exeter, Plymouth and Truro and with proper management and guidance, students do not behave any differently to other residents. The way forward is to strengthen and broaden the present licensing system. You will force students to occupy houses further afield which will impinge on residents in other areas, particularly those on the fringe of your designated zones. The expanded licensing scheme should be for all HMOs in the whole city. You have identified nine streets which will be exempt. However, there are many, many streets where there is already high student occupation where the legislation will impact on saleability, Portland Street is one such road. The proposals are unwanted and an ill-conceived attempt to manipulate the property marketplace in parts of Exeter and are a serious impediment to students. If you base your decisions principally on the majority testimony of owner occupying residents, then your consultation will be incomplete and highly suspect.
Portland St		Landlord. In para 2.1 the comparison of student exemption figures is misleading - referring to PMWG 16/6/2009 there was a change in the way figures are compiled in 2007 and 2009 making the numbers in that paragraph inappropriate. The requirement to apply for consent will be a major deterrent to purchasers in those areas where student density is still below 20%. If it were possible to defer introduction in those areas currently not considered a problem (striped on plan) this would be much preferable to current owners and investors. University SPG states that further student accommodation is to be encouraged in St Davids etc. However, St Davids seems to be included in the Art 4 Directive - is this a contradiction to the 2007 SPG? Earlier documents refer to a threshold of 25%, now changed to 20%, I urge you to reconsider. If pressure from student numbers increase with more demand on stippled areas, a differential in property values between C3/C4 will result. Those that pushed for the Directive will begin a campaign for its abolition due to the adverse affect on property prices. If on the other hand, pressure from student numbers does not increase, then the Directive will be unnecessary as landlords will leave the market resulting in a decrease in the proportion of properties with student exemptions.

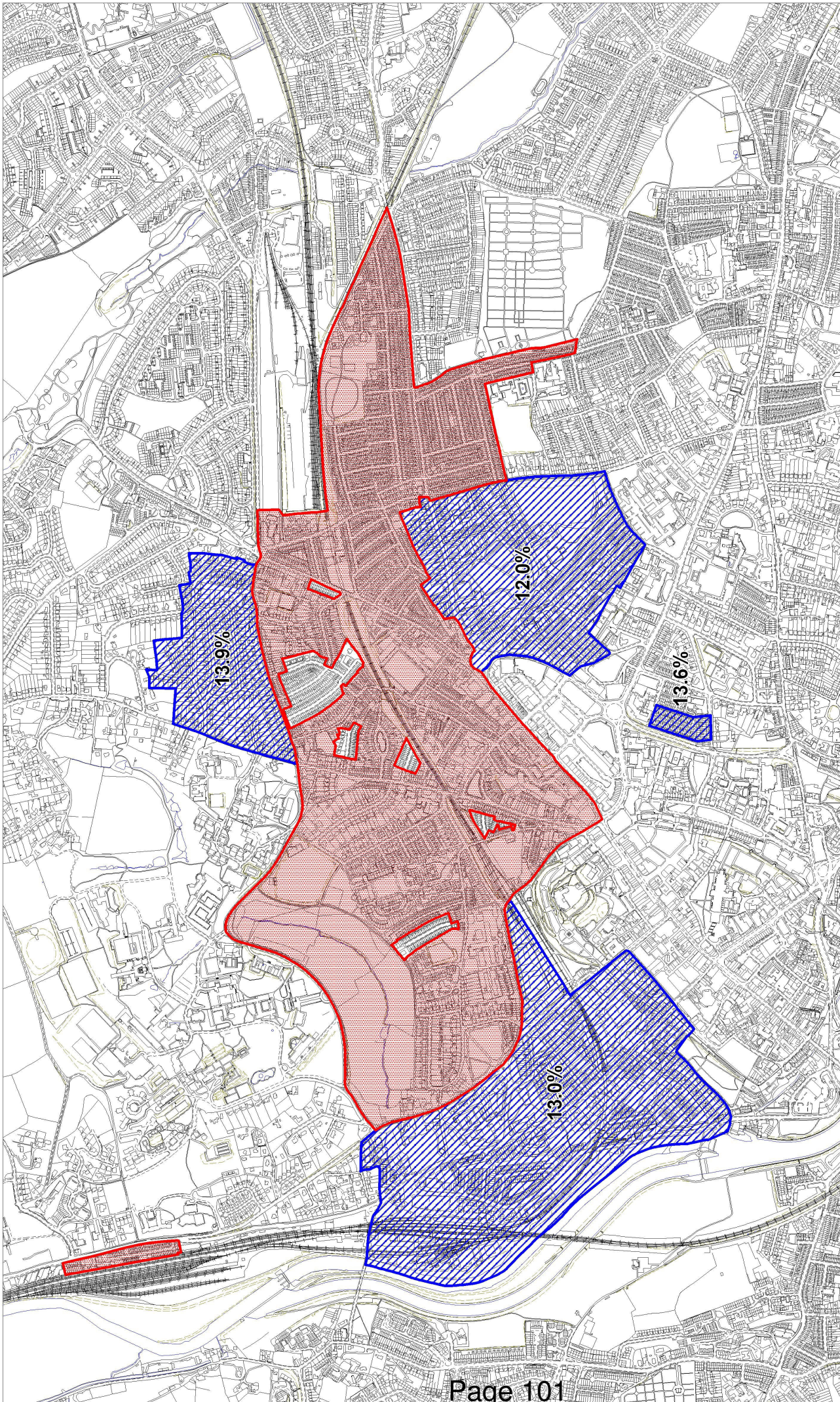
RESIDENTS' GROUPS

<p>36 - Residents of Well Street</p>	<p>We wrote on 10/3/2011 with 32 letters from residents of Well St making a representation for our street to become exempt from the planning restraint. Now enclose 4 further letters. PMWG on 8/2/2011 (5.20) indicates that "Members may wish to allow further applications as exemptions to the policy if there is public support" in addition to the 9 streets already excluded. We argue strongly that Well Street should be exempt in a similar way. Reasons are: high density in the immediate vicinity (10 out of 13 in the block between Wells Tavern and the new development at the n/west end of Well St, high density of HMOs in Well St (over 50% if side streets are excluded); planning permission may be granted for purpose-built student accommodation "around Exeter City Football Ground" (para 7.3 of Exec minutes 28/9/2010); Well St is a thoroughfare at night to/from other high density student areas. This makes our properties unsaleable to families and, if we are unable to sell to an investor, we will be trapped. The alternative whole street approach would be to consider each application on an individual basis in relation to the % of HMOs in the immediate radius.</p>
<p>12 - Residents of Elm Grove Road</p>	<p>We wish to give our support to ECC's draft SPD which seeks to avoid over concentrations of houses in multiple occupation and to maintain a healthy balance within the community.</p>
<p>25 - Residents of Velwell Road</p>	<p>We wish to give our support to ECC's draft SPD which seeks to avoid over concentrations of houses in multiple occupation and to maintain a healthy balance within the community.</p>
<p>31 - Residents of Devonshire Place</p>	<p>We wish to give our support to ECC's draft SPD which seeks to avoid over concentrations of houses in multiple occupation and to maintain a healthy balance within the community.</p>
<p>51 - Residents - Thornton West Residents' Asstn</p>	<p>A large number of residents throughout Thornton Hill, West Ave, Waverley Ave, Hillside Ave and Highcross Rd expressed a wish to support the proposed planning guidelines for control of HMOs in St James ward. 51 have signed in support to say "We wish to give our support to ECC's draft SPD which seeks to avoid over concentrations of houses in multiple occupation and to maintain a healthy balance within the community".</p>
<p>7 - Residents at Horseguards</p>	<p>We wish to give our support to ECC's draft SPD which seeks to avoid over concentrations of houses in multiple occupation and to maintain a healthy balance within the community.</p>
<p>65 - Residents of Howell Road, Danes Rd, Hoopern Street, King Stephen Close, Castle Mount, Velwell Road</p>	<p>We wish to give our support to ECC's draft SPD which seeks to avoid over concentrations of houses in multiple occupation and to maintain a healthy balance within the community.</p>
<p>37 - Residents of West Avenue</p>	<p>Most residents in West Ave have expressed their desire to support the planning guidelines for the control of HMOs across the St James ward. Some have not found time to compose an individual letter; some have not had notification; others have found it preferable to sign a standard statement of support to say: We wish to give our support to ECC's draft SPD which seeks to avoid over concentrations of houses in multiple occupation and to maintain a healthy balance within the community.</p>

OTHERS

<p>Secretary, Powderham Crescent Residents' Association</p>	<p>Fully support the principle which will provide future control of HMOs in the ward and in particular in Powderham Cresc. The active Residents' Asstn works to help maintain the Victorian façade, the central car park and the integrity of an inclusive community. For this to continue it is essential that we have a reasonable balance of family homes and HMOs to provide the care and continuity needed to preserve the community. People living in HMOs tend to be temporary residents who do not have the time or motivation to invest in the future of the Crescent. As the number of HMOs here continues to grow we are increasingly concerned that this balance is being eroded and have discussed for some years how our Council should have powers to monitor and control housing usage in order to protect and preserve Exeter's neighbourhoods. I hope the SPD will be adopted.</p>
<p>Exeter Community Trust, St David's Hill</p>	<p>We support the SPD. The Trust has taken ownership of Exeter Community Centre to provide a community hub in an area which has suffered community fragmentation as a result of overdensity of single person/student accommodation. As Trustees, we are undertaking this 'Big Society' project, our motto says "restoring the Centre in the Heart of St David's community" in order to provide essential services and a place for activities for a diverse community. Apart from almost 100% of HMOs in areas like Haldon Rd, Lower North St, St David's Hill has already, within 250yds, a high concentration of temporary accommodation facilities for single transient people. Our Vision states "The area of St David's is a community of people living in mutual respect of each other, irrespective of diversity; the style of buildings and built environment blends the best of new with the best of the old and there is balance between the buildings and green space; Residents care about and for each other and the area they live in; Community facilities and services have been developed in consultation with local people to meet their needs."</p>

St David's Neighbourhood Partnership	<p>I write to signal my individual support and speak on behalf of the Partnership who have growing concerns about the imbalance in our locality. This is not 'nimbyism': the rationale and context for the community priority is reflected in the priorities listed in the 2004 document and reflects the overall Vision which is positive about inclusivity. We believe our Vision Statement is close to the Council's own Vision for Exeter. After 8 years of negotiation we have secured freehold ownership of Exeter Community Centre plus £1.4m to refurbish it. As Trustees we are undertaking this "Big Society" project "restoring the Centre in the Heart of St David's Community". There would be little value in striving to achieve this if the community was made up of a majority of students/transients with little or no stake in the community. Apart from almost 100% HMOs in areas like Haldon Rd, within 250yds we have: asylum seeker flats; women's refuge; Shilhay Meaningful Occupant Project; YMCA; Youth Offending Team; Drug and Alcohol Rehab flats.</p>
Residential Landlords Association, Roebuck Lane, Manchester	<p>Association is opposed to the Article 4 Direction. Our experience is that little or no detailed work has been undertaken by authorities to determine the need for accommodation of this kind. Implicit in the making of the Direction must be a view that there is an ongoing need/demand for this type of accommodation. Draw your attention to PPS3 and seek your response on a number of relevant issues (response has been sent). Up and down the country Directions are being adopted as a 'knee jerk' reaction as a response to strident demands from local interest groups and local residents. We believe these issues of low level anti-social behaviour can be addressed by other means. How will need/demand be provided for within other areas it is to be stopped/restricted in certain localities? PPS3 requires you to take into account market information when developing planning policies for housing provision. You must adopt an evidenced based approach. We are concerned that in formulating a policy for those areas where permission may be granted planning policies must not contain restrictive requirements which would be tantamount to some kind of blanket ban.</p>
University of Exeter Students' Guild	<p>Extensive comments: Conclusion - It is the belief of our members that introducing the Article 4 Direction will adversely affect students, families, young professionals and migrant workers. It is our belief that planning legislation simply cannot be used for social engineering and to tackle behavioural problems on certain streets; from an ideological perspective and from a practical delivery perspective. We do not believe these proposals will tackle the problems that are looking to be addressed and furthermore they have the very real potential of making the situation worse than it is now. The Students' Guild urges the Council not to implement these measures, and instead work with us and other stakeholders in tackling the problems at hand in a more constructive and effective way. The Guild recommends, as an alternative, a landlord accreditation scheme, good practice partnership working, closer liaison between councillors and student representatives; and improvements in public transport to facilitate greater dispersal.</p>
Terence O'Rourke Limited on behalf of University of Exeter	<p>The University has taken a close interest in the proposals given that it is driven to a large extent by the issue of student accommodation of housing stock and issues arising in the community. The University is committed to ensuring that its activities do not have unacceptable negative impacts on the community of which it is part. It continues to bring significant benefits to the city. Final para of 2.1 implies that all council tax exemptions result from University student occupation. Whilst true of the majority, some may relate to Exeter College for example. The University is pleased to note the guidance does not seek to limit provision of purpose-built accommodation in the areas shown in Plan 1. The basis of selecting 20% as the defined level of over-concentration is not clear and without justification appears in danger of being arbitrary. It is not clear why the blue striped areas have been chosen - they range from 9.4% CT exemptions up to 16.9%. Other reasons why CT exemption might be given may not relate to HMOs. Are the proportion of CT exemptions a gross figure of all exemptions or are they related specifically to student occupation exemptions?</p>





Scale 1:10 000 ↑

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10/06/2011

Planning policy restricting additional houses in multiple occupation (including Class C4 uses)

 An area subject to immediate restriction

 An area subject to future restriction when Council tax exemptions reach 20% (Existing percentage shown)

Planning Services, Exeter City Council, Civic Centre, Paris Street, Exeter, EX1 1NN

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Exeter City Council

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